MIZORAM PUBLIC SERVICE COMMISSION

TECHNICAL COMPETITIVE EXAMINATIONS FOR RECRUITMENT TO THE POST OF INFORMATICS OFFICER UNDER INFORMATION & COMMUNICATION TECHNOLOGY DEPARTMENT, GOVERNMENT OF MIZORAM. FEBRUARY, 2021

TECHNICAL PAPER - II

Time Allowed : 2 hours   Full Marks : 200

All questions carry equal marks of 2 each.
Attempt all questions.

1. _____ is/are at the core of good governance.
   - (a) Citizens
   - (b) Efficiency
   - (c) Organization
   - (d) Administrative Reforms Commission

2. Statement 1 : Citizens charter shall be non-discriminatory

   Statement 2 : Citizens charter describe or refer to complaint handling process
   - (a) Both statements are false
   - (b) Statement 1 is true and Statement 2 is false
   - (c) Statement 1 is false and Statement 2 is true
   - (d) Both statements are true

3. What are the most important impacts of ICTs on the structure and processes of government organizations?
   - i) Ease of access to information
   - ii) Ability to provide services online
   - iii) Centralization of services
   - iv) Intra and inter-governmental transaction
   - (a) i) and ii) only
   - (b) ii) and iii) only
   - (c) i), ii) and iv) only
   - (d) All of them

4. The followings describe the property of good governance:
   - i) Transparency
   - ii) Democracy
   - iii) Responsiveness
   - iv) Accountability
   - (a) i) and ii)
   - (b) i) and iii)
   - (c) i), iii) and iv)
   - (d) All of the above

5. Audit of State Government is:
   - (a) A state subject
   - (b) A union subject
   - (c) In the concurrent list
   - (d) None of these

6. Which of the following is not an interaction between main groups in e-Governance?
   - (a) G2E
   - (b) G2B
   - (c) G2G
   - (d) C2G

7. Which of the following is an essential element of e-Governance Project?
   - (a) Business Model
   - (b) Configuration Management
   - (c) Adoption of right approach
   - (d) Maximum impact to stakeholders

8. Identity IT enablement opportunities and requirements is an activity done at what phase of e-Governance project?
   - (a) e-Governance strategy development
   - (b) Current state assessment
   - (c) Future state definition
   - (d) Develop and implement IT system

9. Which of the following is not deliverable for the Current Assessment Phase in e-Governance project?
   - (a) Strength and gaps
   - (b) Process maps
   - (c) Pain points
   - (d) Data digitization strategy

10. Which of the following is a tool used to secure expert judgement?
    - (a) Work Breakdown Structure (WBS)
    - (b) Expected value technique
    - (c) Peer Review
    - (d) Delphi Technique

11. Which of the following provides the foundation for team development?
    - (a) Motivation
    - (b) Conflict management
    - (c) Organizational development
    - (d) Individual development

12. Once the project is complete, the complete set of project records should be put in which of the following?
    - (a) Project archive
    - (b) Project report
    - (c) Project database
    - (d) Project storage

13. If the cost variance is positive and the schedule variance is also positive, then it indicates that –
    - (a) Project is under budget and behind schedule
    - (b) Project is under budget and ahead of schedule
    - (c) Project is over budget and behind schedule
    - (d) Project is over budget and ahead of schedule

14. A vision statement is one of the following:
    - (a) It is a specific and usually quantifiable statement
    - (b) It is generate from business strategy
    - (c) It represents a quantification of program goal
    - (d) It represents specific conditions and ambitions of the organization

15. G2C services include:
    - (a) Career enhancement
    - (b) Professional Education
    - (c) Permits
    - (d) Returns

16. Which is the least risky implementation process?
    - (a) Parallel Adoption
    - (b) Phased rollout
    - (c) Big Bang
    - (d) Pilot and rollout

17. What does PBC refers in tendering process?
    - (a) Pre Bid Conference
    - (b) Pre Bid Candidate
    - (c) Pre Bid Cost
    - (d) Pre Bid Culture

18. The e-Governance change management affects –
    - (a) Operational
    - (b) Technological
    - (c) The attitudes and behaviours of personnel
    - (d) All of the above

19. Poor governance may be identified by signs of:
    - (a) Multiple visit to government office
    - (b) Service is a right
    - (c) Corrupt officers
    - (d) Personal information exchange

20. What is the fourth step involved in GPR?
    - (a) Process Analysis
    - (b) Problem Identification and Definition
    - (c) Process Re-engineering
    - (d) Process implementation

21. Which of the following statement is false?
    - (a) Government processes are processes in the government domain
    - (b) Every government processes is supported by a set of services
    - (c) Processes are key to satisfying customers and stakeholders
    - (d) Processes and not functions drive an organization

22. Intra Government Process Re-engineering in e-Government is part of:
    (a) Front office
    (b) Middle office
    (c) Back office
    (d) Intermediate office

23. Which of the following is not a step in Government Process Re-engineering?
    (a) Studying the current functionality of a government
    (b) Changing the approval process of government
    (c) Drafting the expected functionality of a government
    (d) Computerization of existing processes

24. Government Process Re-engineering is usually required because –
    (a) The existing process is not automation ready
    (b) The existing staff are too lazy with manual process
    (c) Taking staff attendance is difficult
    (d) RTI can not be enforced with the current process

25. When should you go for GPR?
    (a) When the current system is having loopholes
    (b) When approval processes become redundant and lengthy
    (c) When there is communication gap inside the government
    (d) All of the above

26. What is the term for incremental changes to processes in a government using information technology?
    (a) Government Process Improvement
    (b) Government Process Reengineering
    (c) Government Process Change
    (d) Government Process Advance

27. The implications of having single vendor is:
    (a) Better suited for large agencies with highly specific and strategic ICT functions
    (b) Provides greater control over vendor performance
    (c) Requires higher capacities in the department and higher coordination risk
    (d) Optimum option if all the components for external sourcing can be bundled into one group

28. "Negotiation ,Contract Finalization and Award" is usually in which volume of the RFP(Request for proposal) document?
    (a) Volume I
    (b) Volume II
    (c) Volume III
    (d) Volume IV

29. Based on the procurement context "Used for standardized requirements, in which price is the only deciding factor", what is the procurement mode?
    (a) Request for quotes
    (b) Procurement from rate contracts
    (c) Single stage competitive process
    (d) Single sourcing

30. What is the name of Government of India initiative that simplifies the process of procurement of common use goods and services by government entities?
    (a) Government e-Procurement (GeP)
    (b) Government e-Marketplace (GeM)
    (c) Online Shopping for Government (OSG)
    (d) None of the above

31. An organization's ability to tailor its products and services for its customers is known as –
    (a) Specialization
    (b) Mass customization
    (c) Target Commerce
    (d) Adaptation

32. Which of the following cost is recurring cost in e-Governance Projects?
    (a) Services cost for Data digitization and migration
    (b) Services cost for Training and Capacity Building
    (c) Services cost for Installation and configuration
    (d) Services cost for ERP customization

33. Which of the following is not revenue generation opportunities provided by e-Governance initiatives?
    (a) Portal registration/subscription charges
    (b) Transaction fee for online services
    (c) Common service centre registration fee
    (d) Advertising revenue from service centre

34. In this business model, 100% of the project risk and returns are accrued to government only:
    (a) Conventional
    (b) Outsource
    (c) PPP
    (d) BOO(T)

35. Basic feature of PPP is:
    (a) The government need to own infrastructure to deliver services
    (b) It is novel method of developing public infrastructure
    (c) Government retain responsibility for delivery of core processes/services
    (d) It is concern with assets not services

36. PPP benefits to Government is:
    (a) Maximize financial out go
    (b) Reduced risk of cost overruns
    (c) Increased lifecycle costs of projects
    (d) Profitize liquidity and debt funds

37. The acronym BOOT expands to:
    (a) Build, Own, Operate, Transfer
    (b) Buy, Own, Operate, Transfer
    (c) Buy, Operate, Own, Transfer
    (d) Build, Operate, Own, Transfer

38. Mass market, niche market, segmented, diversified and multi-sided markets are all examples of:
    (a) Customer segments
    (b) Value proposition
    (c) Key resources
    (d) Business model

39. These are all types of revenue streams, except:
    (a) Asset sale
    (b) Value
    (c) Usage fee
    (d) Renting

40. Every asset that allows an enterprise to create and offer a value proposition, reach markets, maintain relationships with customer segments and earn revenues is called:
    (a) Key activities
    (b) Key resources
    (c) Key partners
    (d) Key friends

41. In this kind of customer relationship, the company tries to provide all the tools a customer needs, so that they can service themselves, without human assistance.
    (a) Co-creation
    (b) Self-service
    (c) Community
    (d) Personal

42. What is the motto of Digital India?
    (a) Digital India: Power to Empower
    (b) Digital India: Power to Knowledge
    (c) Digital India: Transform India
    (d) Digital India: Utility to every citizen

43. Which is not a key area in the vision of Digital India?
    (a) Governance & Services on Demand
    (b) Digital Empowerment of Citizens
    (c) Digital Infrastructure as a Utility to Every Citizen
    (d) Technology Central to enable Change

44. Which of the following is a vision in area of Digital Empowerment of Citizens?

(a) Making financial transaction electronic & cashless   (b) Easy access to Common Service Centre

(c) Universal Digital Literacy   (d) Safe and secure cyber space

45. Which of the following is not a the structure of CSC(Common Service Centers)?

(a) VLE   (b) SCA

(c) SDA   (d) SCD

46. DigiLocker provides a dedicated personal storage space linked to each resident's:

(a) Aadhaar number   (b) Voter id number

(c) Bank account number   (d) DigiLocker id number

47. Which of this is not included in the Nine Pillars of Digital India?

(a) Broadband highways   (b) Electronics Manufacturing

(c) Information Technology for All   (d) Universal Access to Phones

48. In which year was Digital India programme launched?

(a) 2013   (b) 2014

(c) 2015   (d) 2016

49. What is the name of the pilot project initiated by Ministry of Human Resource Development under its National Mission on Education through Information and Communication Technology to develop a framework of virtual repository of learning resources with a single-window search facility?

(a) Massive Open and Online Courses   (b) National Digital Library of India

(c) Swayam   (d) National Open Digital Library

50. What is the full form of the mobile application, UMANG?

(a) United Mobility of Application form for New Government

(b) Unified Mobile Application for New-Age Governance

(c) Unified Mobile Application for eNGagement

(d) None of the above

51. The government of India initiated instant transfer of money across accounts through virtual payment account and was developed by NPCI –

(a) Net Banking   (b) IMPS

(c) NEFT   (d) UPI

52. A fire broke out in XYZ office, all important documents were lost/damaged. What option will be the best for ABC office in order to safeguard their documents?

(a) Install fire fighting equipments   (b) Build a fire resistant storeroom

(c) Photocopy all documents   (d) Data digitization

53. Which of the following is not a stakeholder for Digitize India Platform?

(a) Data Entry Operator   (b) User Organizations

(c) Digital Contributors   (d) Platform Operators

54. Name the government service, which helps patients in booking online appointments in government hospitals?

(a) Hospital Management System (HMS)   (b) Health Monitoring System (HMS)

(c) Self Service System (SSS)   (d) Online Registration System (ORS)

55. What do all enterprise architecture models have in common?

(a) Nothing, they are all unique   (b) They are all optimized for mobile

(c) There is an explicit transition from business to IT   (d) IT always dictates business needs

56. What would happen if different organization were given same set of requirements?

    (a) It will produce same architecture   (b) It will produce different architecture

    (c) It may or may not produce same architecture (d) It will not hamper anything

57. Which of the following describes a message-passing taxonomy for a component-based architecture that provides services to clients upon demand?

    (a) SOA   (b) EBS

    (c) GEC   (d) All of the mentioned

58. Computer viruses, worms and Trojan Horses are examples of:

    (a) Client threats   (b) Server-side masquerading

    (c) Malicious code   (d) Communication channel threats

59. What come between Security requirement and Security Infrastructure Specification in the Security Engineering Life Cycle?

    (a) Security Policy   (b) Security Infrastructure Implementation

    (c) Requirement Validation   (d) Security Policy Selection

60. eSAFE stand for:

    (a) e-Governance Security Availability Framework

    (b) e-Governance Security Assurance Framework

    (c) e-Governance Security Authenticity Framework

    (d) e-Governance Security Acceptable Framework

61. _____ is a property whereby data has not been altered in an unauthorized manner since it was created, transmitted, or stored.

    (a) Originality   (b) Encryption

    (c) Electronic signature   (d) Integrity

62. Which of the below is false in regards to the usage of firewall?

    (a) Firewall performs application-level screening

    (b) Application level firewall capture and compare packets to state information in connection tables

    (c) Firewall may provide additional services such as DHCP,NAT

    (d) Application level firewalls provide the strongest level of security and is the fastest

63. Which of the following is not one of the major components of Public Key Infrastructure (PKI)?

    (a) Internet service provider and wireless fixed network technology

    (b) Public key cryptography

    (c) Digital certificate

    (d) Certificate authority

64. Web sites with SSL (Secure Socket Layer) can improve the security of online transactions, but which of the following is NOT a function provided by SSL?

    (a) Encrypts the contents of an online transaction

    (b) Verifies the identity of the recipient

    (c) Verifies that both sides have agreed to the conditions of the transaction, preventing either side from denying of ever having made such a commitment

    (d) Prevents packet sniffing

65. Which of the following is not the proper way to handle spam emails?

    (a) Ignore spam emails

    (b) Reply and ask the sender to stop spamming

    (c) Consider controlling spam emails by using email filtering software

    (d) Do not forward spam emails

66. Ethical hacking is a security audit used in:

    (a) External Audit Assessment   (b) Internal Audit Assessment

    (c) Network Audit Assessment   (d) Physical Security Assessment

67. You are the owner of a company, you got a phone call regarding security audits. You need security audit due to the following reason:

    (a) Firewall is present which helps to provide security

    (b) Most business is connected to the internet and it can be at risk

    (c) To identify gaps in the existing defence

    (d) The physical security is strong

68. It is a ready-made application software , available for sale, lease or license to end users.

    (a) COTS   (b) CDSW

    (c) MOOC   (d) BOOT

69. It is the term for individual modules, class layers, images, and pieces of computer programming that are compiled together to make up your software system.

    (a) Source code   (b) Code

    (c) Development code   (d) Proprietary code

70. Which of the following does not belong to common IPRs?

    (a) patents   (b) copyrights

    (c) trade secrets   (d) idea

71. The main advantage of e-Administration is:

    (a) Cutting process costs   (b) Provide staff motivation

    (c) Better citizen interaction   (d) Data transformation

72. Statement 1 : Government choose Open Source System so that it can share development costs with other users

    Statement 2 : Government choose Open Source System so that it can copy repeatedly at no additional cost

    (a) Both statements are false   (b) Statement 1 is true and Statement 2 is false

    (c) Both statements are true   (c) Statement 1 is false and Statement 2 is true

73. Which of the following is not a criteria for determining whether or not a software license is open source?

    (a) Free Redistribution   (b) License must be technology dependent

    (c) Source code   (d) License should not be specific to a product

74. The main concern in using FOSS is:

    (a) Reliability   (b) Cost

    (c) Support   (d) Ease of use

75. E-government implementation is complex due to the following reason:

    (a) Change Management   (b) Design Management

    (c) Stake holder Management   (d) Effort Estimation

76. Effective management of people dimension of change requires the following key goals:

    (a) Business Need,Design

    (b) Identify Obstacles, Reinforcement

    (c) Desire,Ability

    (d) Determine Implementation, Re-Engineering

77. Key Principles of Effective Communication.

Principle 1 : Organisational Change cannot occur without communication

Principle 2 : Communication is a single component of change process

Principle 3 : Communication planning applies to stakeholders, message delivery

    (a) Principle 1 is correct, Principle 2 & 3 are wrong

    (b) Principle 2 is correct, Principle 1 & 3 are wrong

    (c) Principle 3 is correct, Principle 1 & 2 are wrong

    (b) Principle 1,2,3 are correct

78. Key reason for failure in change initiative may be:

    (a) There is continuity in the project team

    (b) The requirement of the customer is taken into account

    (c) Every activity is given equal importance and priority

    (d) Benefits at individual level are demonstrated

79. Conduct Training Needs Analysis is an activity in what phase of change management approach?

    (a) Phase I : Establishing Foundation of Change

    (b) Phase II: Managing Change

    (c) Phase III: Sustaining Change

    (d) Phase IV: Verify Change

80. Change Readiness Survey is a tool which will:

    (a) Facilitate discussions involve change leaders

    (b) Identify key stakeholders

    (c) Measures the organizational readiness to change

    (d) Emphasize on exchange of information among a small number of participants through hands-on exercises.

81. Which of the following is not an internal factor driving change?

    (a) changes in human resources and skill levels

    (b) new management approaches

    (c) new product development

    (d) changes in local government elections

82. Why might workers resist change?

    (a) change could involve higher workloads

    (b) change could involve relocation

    (c) change could involve the breaking up of working groups

    (d) All of the above

83. What is the first stage in change management?

    (a) Sustaining change

    (b) Managing change

    (c) Establishing foundation for change

    (d) None of the above

84. Recognizing the need but on occasional basis, so that intensive innovation effort is followed by a period of inactivity refers to which of the following difficulties face by companies when they want to be innovative?

    (a) Failure of perception

    (b) Inappropriate innovation

    (c) Episodic innovation

    (d) Steady state innovation

85. Which section of the IT Act 2000 provides legal recognition to electronic records?

    (a) Section 2
    (b) Section 4

    (c) Section 6A
    (d) Section 6A(2)

86. Using Digital Signature, which of the service cannot be provided by signing using sender's private key, which can be verified by the recipient using the sender's public key?

    (a) Privacy/Confidentiality
    (b) Authenticity

    (c) Non Repudiation
    (d) Integrity

87. Which of the following is false regarding PKI infrastructure?

    (a) Controller of Certifying Authorities(CCA) licence and regulate working of Certifying Authorities

    (b) Licensed Certifying Authorities can issue Digital Signature Certificates to end users

    (c) Registration Authorities are authorized by CA to certify the public key of the subscriber

    (d) Subscribers are end users who apply for Digital Signature Certificates to Licensed CA

88. This class of Digital Signature is used in e-Commerce application where high assurance of certificates is required.

    (a) Class 0
    (b) Class 1

    (c) Class 2
    (d) Class 3

89. Which of the laws do not govern IPR?

    (a) Copyrights Act 1957
    (b) Trademark Act 1999

    (c) Patents Act 1970
    (d) IT Act 2000

90. Which category will literary work belong to?

    (a) Trademark
    (b) Copyright

    (c) Patent
    (d) Industrial design

91. What is the major difference between a patent and a copyright?

    (a) Novelty
    (b) Exclusivity

    (c) Grant
    (d) Commercial value

92. Financial part of Detailed Project Report will contain:

P : Means of Project Finance

Q : Cost estimates

R : Expenditures

    (a) Only P and Q
    (b) Only P and R

    (c) Only Q
    (d) All P, Q, R

93. Relating to Detailed Project Report (DPR) and Request For Proposal (RFP), which of the following statement is true:

    (a) DPR is the final report after completion of the project

    (b) RFP is the tender document

    (c) RFP is the request document to get fund from funding agency

    (d) DPR is made by the funding agency

94. Warranties, Third Party Claims are included in what section of the contract?

    (a) Project Specific Information
    (b) Breach, Rectification and Termination

    (c) Protections and Limitations
    (d) Liabilities of parties

95. In PPP, monetary investment is mainly borne by:

   (a) Government   (b) General public

   (c) Private partner   (d) None of the above

96. Which statement is false regarding Monitoring?

   (a) Process of routinely gathering information on all aspects of the project

   (b) Identifies and address problems

   (c) Ensures effective use of resources

   (d) Determines programs effectiveness

97. The following steps of evaluations are carried out in e-Governance projects.

     i) Technical Evaluation

     ii) Financial/Commercial evaluation

     iii) Digital evaluation

     iv) Pre-qualification evaluation

   (a) i) and iii)   (b) ii) and iv)

   (c) i), ii) and iv)   (d) All of them

98. In certain e-Governance project, the Evaluation measures:

   (a) Outcome   (b) Output

   (c) Success   (d) Failure

99. The Impact of Polio Eradication Programme is:

   (a) Healthy citizens   (b) Reduction in polio

   (c) Health campaign   (d) Health camps

100. The three types of assessment given by the Ministry of Electronics & IT are:

   (a) Impact assessment, baseline study and detailed assessment

   (b) Impact assessment, economic assessment and social assessment

   (c) Socio-economic assessment, impact assessment and technological assessment

   (d) None of the above

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