A user calls you for assistance, he/she is trying to apply a font color to a text in Microsoft word but the text color is not changing what might be the cause:

○
a.
The document is not saved

○
b.
The text is in capital letter

○
c.
The text is left centered

◉
d.
The text is not selected

Feedback

Your answer is correct.

The correct answer is:

The text is not selected

Question 2
Correct
Mark 1.00 out of 1.00

Flag question

Question text

What is RISA in full?

○
a.
Rwanda Information Service Authority

○

b.
Rwanda Information Society Agency

c.
Rwanda Information Society Authority

d.
No response

e.
Rwanda Information Service Agency

Feedback

The correct answer is:

Rwanda Information Society Authority

Question 3
Partially correct
Mark 1.00 out of 2.00

Flag question

Question text

In Rwanda what services are not offered online

a.
All are true

b.
Vaccination

☐
c.
Changing names on ID

☐
d.
Marriage registration

☐
e.
Searching for a lost driving licence

Question 4
Correct
Mark 3.00 out of 3.00

Flag question

Question text

Hitamo indangagaciro zishamikiye ku gukunda umurimo no kuwunoza. (Toranya ibiribyo byose)

☐
a.
Byose nibyo

☑
b.
Gukorera ku gihe

☑

c.
Kwakira neza abakugana

☐

d.
Kuganira n'abandi

☑

e.
Gukorera ku ntego

Feedback

Your answer is correct.

The correct answers are:

Kwakira neza abakugana,

Gukorera ku gihe,

Gukorera ku ntego

Question 5
Partially correct
Mark 2.00 out of 3.00

Flag question

Question text

What are the enabling tools that help in achieving digital transformation?

☑

a.
Electricity

☑

b.
Device penetration

☐

c.
Connectivity

☑

d.

Number of IT institutions

☐
e.
Transport

Question 6
Correct
Mark 3.00 out of 3.00

Flag question

Question text
What are the methods that can be used to ensure confidentiality of information? (Check all that apply)

☑
a.
Username ID and Password

☐
b.
Version control

☐
c.
Backup

☑
d.
Data encryption

☑

e.
File permission control

☑

f.
Two factor authentication

Feedback

Your answer is correct.

The correct answers are:
Data encryption,

Two factor authentication,

Username ID and Password

Question 7
Incorrect
Mark 0.00 out of 3.00

Flag question

Question text

What is the necessary information needed about the trainees before you start the training? (Check all that apply)

☐

a.
Age

☐

b.
Education level

☐

c.
Daily occupation

☑
d.
All the above

☐
e.
Monthly income

Feedback

The correct answers are:

Age,

Education level,

Daily occupation

Question 8
Correct
Mark 2.00 out of 2.00

Flag question

Question text

Choose input devices

☐
a.
No response

☑
b.
Mouse

☐
c.
printer

☑

d.
Scanner

☐

e.
Screen

Feedback

Your answer is correct.

The correct answers are:

Scanner,

Mouse

Question 9
Correct
Mark 2.00 out of 2.00

Flag question

Question text

When working with tables, what is the command to combine selected cells into one cell in Microsoft Excel?

○

a.
Distribute

○

b.
Concatenate

○

c.
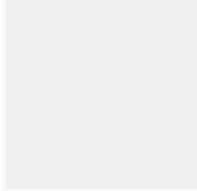Combine

d.
Merge

Your answer is correct.

The correct answer is:

Merge

Question 10
Incorrect
Mark 0.00 out of 1.00

Flag question

Question text

In an email what is the function of the BCC:

○
a.
To include a hidden attachment

○
b.
To send a copy of the email without notifying others

◉
c.
To send the message to many recipients without notifying others

○
d.
To delete the email

Feedback

Question 11
Correct
Mark 1.00 out of 1.00

Flag question

Question text

When surfing internet using a public internet it safe to login your email account

Select one:

○ True

⦿ False

Feedback

The correct answer is 'False'.

Question 12
Correct
Mark 2.00 out of 2.00

Flag question

Question text

An employee is laid off after five years with the same company. The employee is then hired by another company within a month. In the new company the employee shares the documents and ideas for product that the employee proposed at the former company. This is:

⦿

a.
Unethical

○

b.
Ethical

Question 13
Partially correct
Mark 1.00 out of 2.00

Flag question

Question text

Which of the following options are URLs? (Select all the correct answers)

☐
a.
C:\users\test\Documents

☐
b.
E:\Libraries\myDocuments\atingi.docx

☐
c.
risa.gov.rw

☑
d.
https://www.cisco.com

☐
e.
switch@cisco.com

Feedback

Question 14
Incorrect
Mark 0.00 out of 1.00
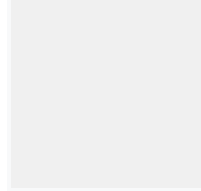
Flag question

Question text

The NST1 target on service delivery in Rwanda by 2024 states that:

○ a.
Ensure above 90% Government services are delivered online by 2024

◉ b.
Most of the Government services are delivered online by 2024

○ c.
Ensure 100% Government services are delivered online by 2024

○ d.
Ensure all manual services are prioritized for automation

Feedback

Your answer is incorrect.

The correct answer is:

Ensure 100% Government services are delivered online by 2024

Question 15
Correct
Mark 2.00 out of 2.00

Question text

What advice can you give to a user who is suspecting that his/her email account has been hacked?

☐
a.
Create a new email account

☑
b.
Activate 2 steps authentication

☐
c.
Call the police

☑
d.
Change the account password

☐
e.
Ignore the problem

Feedback

Your answer is correct.

The correct answers are:

Change the account password,

Activate 2 steps authentication

Question 16
Correct
Mark 1.00 out of 1.00

Flag question

Question text

What is the code to subscribe to ejo Heza?

Answer: | *506# |

Feedback

The correct answer is: 506#

Question 17
Correct
Mark 1.00 out of 1.00

Flag question

Question text

In Microsoft word, when you want to arrange the selected items by numerical or alphabetical order you click on:

○
a.
Organize

◉
b.
Sort

○
c.
Arrange

○
d.
Order

Feedback

Your answer is correct.

The correct answer is:
Sort

Question 18
Correct
Mark 5.00 out of 5.00

Flag question

Question text

Match the minister with the ministry He/She leads:

Marie-Solange Kayisire
Answer 1 | Minister In charge of Emergency Management ▼ |

Dr. Jean Damascene Bizimana
Answer 2 | Minister of National Unity and Civic Engagement ▼ |

Béata U. Habyarimana
Answer 3 | Minister of Trade and Industry ▼ |

Paula Ingabire
Answer 4 | Minister of ICT and Innovation ▼ |

Dr. Jeannette Bayisenge
Answer 5 | Minister of Gender and Family Promotion ▼ |

Feedback

Your answer is correct.

The correct answer is:
Marie-Solange Kayisire → Minister In charge of Emergency Management,

Dr. Jean Damascene Bizimana → Minister of National Unity and Civic Engagement,

Béata U. Habyarimana → Minister of Trade and Industry,

Paula Ingabire → Minister of ICT and Innovation,

Dr. Jeannette Bayisenge → Minister of Gender and Family Promotion

Question 19
Partially correct
Mark 0.75 out of 3.00

Flag question

Question text

Why is the usage of online services by Rwandan still on a low rate?

○

a.
All the above

○

b.
Not having the devices

○

c.
Lack of knowledge

⦿

d.
Fear

○

e.
Not understanding the importance of using these services

Feedback

Question 20
Incorrect
Mark 0.00 out of 2.00

Flag question

Question text

What does NST-1 state about digital literacy achievement in Rwanda in 2024?

○

a.

100% of all Rwandans will be digitally literate

○

b.
100% of all Rwandans will have smart phones

○

c.
60% of adults and 100% of Youths will be digitally literate

●

d.
60% of all Rwandans will be digitally literate

○

e.
All are incorrect

Feedback

Your answer is incorrect.

The correct answer is:

60% of adults and 100% of Youths will be digitally literate

Question 21
Correct
Mark 2.00 out of 2.00

Flag question

Question text

Which term is used to describe a network device that relies on another device to obtain information?

○

a.
Server

○

b.
Console

○

c.
Web server

●

d.
Client

Feedback

Your answer is correct.

The correct answer is:
Client

Question 22
Correct
Mark 1.00 out of 1.00

Flag question

Question text

What is the code to check the MTN/Airtel numbers registered on your ID?

Answer: | *125# |

Feedback

*125#

The correct answer is: 125#

Question 23
Incorrect
Mark 0.00 out of 1.00

Flag question

Question text

What is the current digital literacy rate in Rwanda?

○ a.
None of the above

◉ b.
Above 30%

○ c.
Below 25%

○ d.
At 60%

Feedback

Your answer is incorrect.

The correct answer is:
Below 25%

Question 24
Correct
Mark 1.00 out of 1.00

Flag question

Question text

To create a new folder in windows 10, you press right click on mouse then create a folder

Select one:

○ True

◉ False

Feedback

The correct answer is 'False'.

Flag question

Question text

What three items are component of the CIA triad. (Check all that apply)

☑
a.
Integrity

☑
b.
Confidentiality

☐
c.
Scalability

☐
d.
Intervention

☑
e.
Availability

☐
f.
Access

Feedback

Your answer is correct.

The correct answers are:

Availability,

Confidentiality,

Integrity