



**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT**  
**SOCIAL MEDIA INFORMATION MANAGEMENT**

**IIM 4205**

**Main Examination Paper**

**February 2025**

This examination paper consists of 3 pages

**Time Allowed** : **3 hours**  
**Total Marks** : **100**  
**Examiner's Name** : **Ms. H. Ndlovu**

**INSTRUCTIONS**

1. Answer any **four (4)** questions.
2. Each question carries **25 marks**.

**MARK ALLOCATION**

<b>QUESTION</b>	<b>MARKS</b>
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25

1. Describe the tools used for capturing social media content. **[25 marks]**
2. Discuss the implications of Shadow IT in managing social media content in the public sector. **[25 marks]**
3. Debate the notion that current technology is not up to the challenge of capturing, managing, and preserving social media content as records. **[25 marks]**
4. Draft a social media policy document to guide the management of social media content in a named government department. **[25 marks]**
5. Assess the implications of cloud computing services for records and information management in Africa. **[25 marks]**
6. Examine the key recordkeeping requirements for managing social media content. **[25 marks]**

**END OF PAPER**