(Knowledge for Development)

KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

END OF SEMESTER EXAMINATIONS

YEAR ONE SEMESTER ONE EXAMINATIONS

FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY

COURSE CODE :   ITC 014

COURSE TITLE :   COMPUTER SYSTEM MAINTENANCE

DATE: 16/01/2018   TIME: 9.00 – 11.00 AM

INSRUCTIONS TO CANDIDATE

ANSWER **QUESTION ONE** AND **ANY OTHER TWO**

QUESTION ONE (COMPULSORY) [24 MARKS]

a. The effective & efficient working of a system depends on the following four features namely
[8 marks]

[2 marks]

b. Define Troubleshooting

[8 marks]

c. Explain the Repair generated failures

[6 marks]

d. Define Maintenance and explain the two phases of Maintenance

QUESTION TWO [18 MARKS]

[6 marks]

a. what do you need to do to reduce the risk of ESD damage:

b. Many computer problems can be diagnosed and repaired with just a few essential tools, which can be easily purchased as a kit at your local computer store. These kits normally include the following items
[6 marks]
namely?

c. There are a few other tools that would add to the convenience of your repair procedure namely
[6 marks]

d. All computer functions can be categorized as either input, output, processing, or storage. List two
[2 marks]
examples of each:

QUESTION THREE [18 MARKS]

a. List and explain the eight parts of a computer central processing unit
[16 marks]

b. With the BIOS setup now complete, the hard drive must be prepared to accept data. Explain the
[2 marks]
process of Partitioning and Formatting

QUESTION FOUR [18 MARKS]

[10 marks]

a. What is the information processing cycle?

[2 marks]

b. What is an output device?

[2 marks]

c. What is storage?

[4 marks]

d. What makes a computer powerful?

QUESTION FIVE [18 Marks]

a. Mean time between failures (MTBF). Explain [4 marks]

b. What is Mean time to repair(MTTR) [4 marks]

c. List five factors affecting the performance of a computer ? [5 marks]

d. Write notes on each of the five factors listed in question c above. [5 marks]