KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATIONS
2015/2016 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: 05/05/2016   TIME: 11.30A.M – 1.30P.M

INSRUCTIONS TO CANDIDATE

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE [24 MARKS]

a) Explain how a Computer Works? **[2marks]**

b) A computer performs (if instructed to do so) some steps, ,with a help of a diagram, illustrate the steps a computer follows upon instruction from user **[6marks]**

c) Define the following terms: **[4marks]**

   -Hardware

   -Software

d) Software comes in three main categories and types namely? **[6marks]**

   Operating Systems -

   Utility Software -

   Productivity Software -.

   Discuss on each of the above categories

e) List six hardware parts of a computer) **[6 marks]**

QUESTION TWO [18MARKS]

a) Computer software can be classified as follows:

   -Operating Systems

   -System software

   -Application software

   Describe for each of the categories the key functionalities of the software and use examples to support your answers. **[12 Marks]**

b) Computers come in different shapes and sizes. However, there are several Parts on a computer that are universal to all computers. List at least FIVE of these Parts. **[6marks]**

QUESTION THREE [18 MARKS]

a) What's a CPU? It's explained. **[5 marks]**

  CPU (Central Processing Unit):

b) Differentiate between Hardware vs. Software **[4 marks]**

c) Programs are also called **[2 marks]**

d) What is Microsoft Windows

e) The first screen you see on the monitor when the computer starts up is called the?

  [2 marks]

f) The desktop environment is made up of several parts including: **[4 marks]**

g) Write in full the following abbreviation CPU and CRT **[1 mark]**

QUESTION FOUR [18 MARKS]

a) Using a well labeled diagram, show the parts found on the desktop environment **[5marks]**

b) Which device you should use to prevent the effect of power fluctuation in the power supply on

  your computer and works for a specific period of time even there is no power? **[2marks]**

c) Which has more storage capacity CD or DVD **[1mark]**

d) Hard Disk, DVD, CD-ROM are the examples of what type of Memory? **[2marks]**

e) The Concentric circles on the platter of hard disk are known as_____ **[2marks]**

f) What are the four key functions of a computer system? **[2marks]**

g) Which of the following conditions most increases the likelihood that ESD will occur? And

  explain how they affect the same **[4marks]**

  i.   hot, dry conditions

  ii.   cool, damp conditions

  iii. cool, dry conditions

iv.   hot, damp conditions

QUESTION FIVE [18 MARKS]

a) POST will test your computer based on what it believes is in your PC ... if the information is missing or incorrect, the PC may not be able to recognize or use certain components in your system. It's important to keep a record of what specifically is inside your computer, and that you have a record of what is written into CMOS RAM. Outline the functions of the CMOS RAM.

[4 marks]

b) Outline the procedure for installing a memory card in a computer   [8 marks]

c) It is relatively common for a computer to freeze. When a computer "freezes" it might look like everything on the screen has gone still or the computer may no longer responding to the inputs (such as mouse clicks) of the user. It is also possible that a single program will freeze while the rest of the computer remains functional. outline three ways to troubleshoot this problem

[6 marks]