



(Knowledge for Development)

KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

SUPPLEMENTARY/SPECIAL EXAMINATIONS

YEAR ONE SEMESTER ONE EXAMINATIONS

**FOR THE CERTIFICATE IN INFORMATION
TECHNOLOGY**

COURSE CODE : ITC 014

**COURSE TITLE : COMPUTER SYSTEM
MAINTENANCE**

DATE:18/10/2018 TIME:8.00A.M. – 10.A.M.

INSRUCTIONS TO CANDIDATE

ANSWER QUESTION ONE AND ANY OTHER TWO

QUESTION ONE (COMPULSORY) [24 MARKS]

- a. Discuss three main categories of software? [6 marks]
- b. Explain ways in which we use to update software [6 marks]
- c. Define the term hard disk fragmentation? [2 marks]
- d. Discuss how fragmentation can cause a system to be slow [4 marks]
- e. State three distinct difference between RAM and ROM [3marks]
- f. List three features of a computer system [3marks]

QUESTION TWO [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 four main 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]

QUESTION THREE [18 MARKS]

- a. List the steps involved with installing an IDE hard drive [8 marks]
- b. Discuss the logical steps that should be followed to localize and correct faults in a computer system. [10 marks]

QUESTION FOUR [18 MARKS]

- a. Define the term POST. [2 marks]
- b. Outline the Power on Self-Test steps. [8 marks]
- c. Explain THREE harddisk utility tools [6marks]
- d. State what negative effects a virus can have on a computer system. [2 marks]

QUESTION FIVE [18 Marks]

- a. Explain how are POST errors displayed in a computer system? [6 marks]
- b. Explain the motherboard installation procedure [8 marks]
- c. Differentiate between service programs and utility programs [4marks]