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**KIBABII UNIVERSITY**

**(KIBU)**

**UNIVERSITY EXAMINATIONS**

**2016/2017 ACADEMIC YEAR**

**SPECIAL/SUPPLEMENTARY YEAR  
EXAMINATIONS**

**FOR THE CERTIFICATE IN INFORMATION**

**TECHNOLOGY**

**COURSE CODE : ITC 014**

**COURSE TITLE : COMPUTER SYSTEM  
MAINTENANCE**

**DATE: 29/09/2017 TIME: 8.00A.M. – 1100 AM**

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**INSTRUCTIONS TO CANDIDATE**

**ANSWER QUESTION ONE AND ANY OTHER TWO**

### QUESTION ONE (COMPULSARY) [24 Marks]

- a. How can you protect yourself and the computer from viruses? [5mks]
- b. Outline any four causes of "Out of Memory Errors". [4mks]
- c. Describe the function of the CMOS memory [4mks]
- d. Define the term Electrostatic Discharge (ESD) [2mks]  
Describe the precaution should be taken to minimize ESD effects in a computer system [5mks]
- f. You are working with your computer and realize it has become slow over time. On troubleshooting you realize your memory is low. What are the factors you will consider when acquiring another memory for your computer. [4mks]

### QUESTION TWO [18 MARKS]

- a. Steps for partitioning a hard drive using FDISK [13mks]
- b. Discuss FIVE basic hardware components of a computer [5mks]

### QUESTION THREE [18 MARKS]

- a. There are some common hardware problems that can be avoided, or at least made less frequent by taking particular preventive measures with computers. Discuss any three preventive measures [9mks]
- b. When a computer is switched on it goes through a number of steps before a user can use it. Explain the steps. [9mks]

### QUESTION FOUR [18 MARKS]

- a. Describe any TWO harddisk utility tools [6mks]
- b. Explain the motherboard installation procedure [6mks]
- c. Mr. xxx bought a new hard disk and wanted to install an operating system in a different location from the usual data. Outline how one can solve the above problem on a windows platform. [6mks]

### QUESTION FIVE [ 18 MARKS ]

- a. Define the term virus [2mks]
- b. Explain two preventative measures that can be put in place to protect a computer system from viruses. [4mks]
- c. Your computer had been playing music and producing the sound without a problem. When you tried to play music the next time no sound was being produced.
  - i. Identify any likely cause of the problem [2mks]
  - ii. List the steps involved in solving the problem. [8mks]
- d. Explain the following beep codes as used in system troubleshooting [2mks]
  - i. One short beep
  - ii. No beep