



*(Knowledge for Development)*

**KIBABII UNIVERSITY**

**(KIBU)**

**UNIVERSITY EXAMINATIONS**

**2019/2020 ACADEMIC YEAR**

**SPECIAL / SUPPLEMENTARY EXAMINATIONS**

**YEAR ONE SEMESTER ONE**

**FOR DIPLOMA (INFORMATION  
TECHNOLOGY)**

**COURSE CODE: DIT057**

**COURSE TITLE: COMPUTER SYSTEMS  
AND MAINTENANCE**

**DATE: 11/02/2021**

**TIME: 2.00 P.M. – 4.00 P.M.**

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**INSTRUCTIONS TO CANDIDATE**

**ANSWER QUESTION ONE AND ANY OTHER TWO**

**QUESTION ONE (COMPULSORY) (20 MARKS)**

1. Which of the following is not a storage medium?
  - A. Hard disk
  - B. Flash drive
  - C. DVD
  - D. CD
  - E. Keyboard
2. RAM stands for
  - A. Random origin money
  - B. Random only memory
  - C. Read only memory
  - D. Random access memory
  - E. None
3. BIOS stands for
  - A. Basic Input Output system
  - B. Binary Input output system
  - C. Basic Input Off system
  - D. all the above
  - E. None
4. Data going into the computer is called:
  - A. Output
  - B. Algorithm
  - C. Input
  - D. Calculations
  - E. Flow chart
5. Which of the following refers to a small, single-site network?
  - A. LAN
  - B. DSL
  - C. RAM
  - D. USB
  - E. CPU

6. A collection of program that controls how your computer system runs and processes information is called:

- A. Operating System
- B. Computer
- C. Office
- D. Compiler
- E. Interpreter

7. Information travels between components on the motherboard through:

- A. Flash memory
- B. CMOS
- C. Bays
- D. Buses
- E. Peripherals

8. The blinking symbol on the computer screen is called the

- A. Mouse
- B. Logo
- C. Hand
- D. Palm
- E. Cursor

9. 1 Byte =?

- A. 8 bits
- B. 4 bits
- C. 2 bits
- D. 9 bits
- E. None

10. Microsoft Office is:

- A. Shareware
- B. Public domain software
- C. Open-source software
- D. A vertical market application
- E. An application suite

11. Computer uses the ..... number system to store data and perform calculations.
- A. Binary
  - B. Octal
  - C. Decimal
  - D. Hexadecimal
  - E. None of these
12. A disk's content that is recorded at the time of manufacture and that cannot be changed or erased by the user is-
- A. Memory-only
  - B. Write-only
  - C. Once-only
  - D. Run-only
  - E. Read-only
13. Which of the following can be used to select the entire document?
- A. CTRL + A
  - B. ALT + F5
  - C. SHIFT + A
  - D. CTRL + K
  - E. CTRL + H
14. .... are attempts by individuals to obtain confidential information from you by falsifying their identity.
- A. Phishing
  - B. Computer viruses
  - C. Spyware scams
  - D. Viruses
  - E. None of the above
15. A Web site's main page is called:
- A. Home Page
  - B. Browser Page
  - C. Search Page

- D. Bookmark
  - E. None of these
16. Reusable optical storage will typically have the acronym-
- A. CD
  - B. DVD
  - C. ROM
  - D. RW
  - E. ROS
17. A device that connects to a network without the use of cables is said to be:
- A. Distributed
  - B. Free
  - C. Centralized
  - D. Open-source
  - E. None of the above
18. A person who used his or her expertise to gain access to other people's computers to get information illegally or do damage is a:
- A. Hacker
  - B. Analyst
  - C. instant messenger
  - D. Programmer
  - E. Spammer.
19. The process of transferring files from a computer on the Internet to your computer is called:
- A. Downloading
  - B. Uploading
  - C. FTP
  - D. JPEG
  - E. Downsizing
20. Which of the following does not store data permanently?
- A. ROM
  - B. RAM
  - C. Floppy Disk
  - D. Hard Disk

E. None of these

**QUESTION TWO [20 MARKS]**

- a) What is meant by disassembling and reassembling a computer system? [5 Marks]
- b) Discuss the steps involved in disassembling a computer system. [15 Marks]

**QUESTION THREE [20 MARKS]**

- a) Enumerate and discuss the input and output devices. [10 Marks]
- b) Explain why the workplace should have safety guidelines to adhere to when working on a computer. [5 Marks]
- b) Come up with an explanation of a computer working environment that is safe. [5 Marks]

**QUESTION FOUR [20 MARKS]**

- a) Skilled IT Technologists use hardware and software tools that make the job less difficult and ensure their tasks are performed properly and safely. Briefly describe these tools. [11 Marks]
- b) Explain the following drives: [3 Marks]
1. Hard disk drive
  2. Optical drive
  3. Flash drive
- c) Explain the best ways of preventing ESD damage. [6 Marks]

**QUESTION FIVE [20 MARKS]**

- a) Explain the term operating system with the help of the relevant examples. [2 Marks]
- b) Explain the four main roles of the operating system. [4 Marks]
- c) As an IT technician, what are the considerations that should be taken into account when buying a new computer system? Enumerate and briefly explain them. [14 Marks]