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(Knowledge for Development)

KIBABII UNIVERSITY

(KIBU)

**UNIVERSITY EXAMINATIONS
2020/2021 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: 24/01/2022

TIME: 8.00 A.M. – 10.00 A.M.

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

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QUESTION ONE [COMPULSORY] (24 MARKS)

- a. What is the meaning of maintenance? [2 Marks]
- b. Outline five reasons why you should clean your computer? [5 Marks]
- c. What is a computer hardware? State five computer hardware components commonly used. [7 Marks]
- d. State and explain five tips for maintaining a healthy Windows system [5 Marks]
- e. After system development, there are various types of system maintenance? Outline any four types of system maintenance. [5 Marks]

QUESTION TWO (18 MARKS)

- a. Define the following terms as used in computer system maintenance [5 Marks]
 - i. Antivirus
 - ii. Backup
 - iii. Data recovery
 - iv. Disk cleanup
 - v. Malware
- b. Explain 5 reasons why computer maintenance is important in an organization [5 Marks]
- c. Your computer and Wi-Fi should work in perfect harmony but that's not always the case. What should you do in-case there is such circumstances. [4 Marks]
- d. Does the Operating System (OS) relate directly to the hardware? Explain your answer. [4 Marks]

QUESTION THREE (18 MARKS)

- a. What are the five Essential Routine basic computer maintenance tasks? [5 Marks]
- b. Outline four steps that are followed when preparing for Hardware Installation [4 Marks]
- c. Computer systems are composed of *hardware*, *software*, and *firmware*. Explain giving example of each. [6 Marks]
- d. Explain any three internal components of the computer [3 Marks]

QUESTION FOUR (18 MARKS)

- a. Explain the difference between network ports and Ethernet ports [4 Marks]
- b. Explain how viruses are spread in a computer? How can you protect your computer from viruses [6 Marks]
- c. What is Defragmentation? [2 Marks]
- d. Give the steps on how to defrag your hardware [6 Marks]

QUESTION FIVE (18 MARKS)

- a. Explain two symptoms, cause and solutions to problems that computer might incur [6 Marks]
- b. Outline activities done during preventive Maintenance [6 Marks]
- c. Name and explain the two types of keyboard that are used in computer [6 Marks]