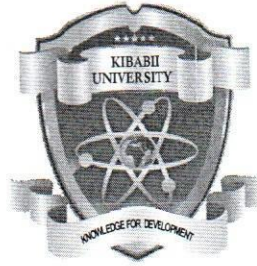


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*(Knowledge for Development)*

**KIBABII UNIVERSITY**  
(KIBU)

**UNIVERSITY EXAMINATIONS**  
**2021/2022 ACADEMIC YEAR**

**SPECIAL/SUPPLEMENTARY EXAMINATIONS**  
**YEAR ONE SEMESTER ONE EXAMINATIONS**

**FOR THE CERTIFICATE IN**  
**(INFORMATION TECHNOLOGY)**

**COURSE CODE : ITC 014**  
**COURSE TITLE : COMPUTER SYSTEM**  
**MAINTENANCE**

**DATE: 18/07/2022**

**TIME: 2.00 P.M. - 4.00 P.M.**  
~~**8.00 A.M. - 10.00 A.M.**~~

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**INSTRUCTIONS TO CANDIDATES**  
**ANSWER QUESTIONS ONE AND ANY OTHER TWO.**

**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]