SCHOOL OF PROFESSIONAL STUDIES

CERTIFICATE IN INFORMATION COMMUNICATION TECHNOLOGY

UNIT CODE: CIT 108, UNIT NAME: COMPUTER MAINTANAINCE AND SUPPORT

September – December 2018/2019 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE:

a) Define the term hardware (2 marks)

b) Define term port and outline four different types. (6 marks)

c) Differentiate between Proprietary Software and Open Source Software. (4 marks)

d) **RAM** is one of the most important memories in a computer system. Outline two functions of the said memory. (2 marks)

e) How can one to know that a computer has a ***RAM*** failure. (2 marks)

f) Explain the meaning of the following: (10 marks)

i. VGA

ii. HDMI

iii. NIC

iv. Malware

v. Deadlock

g) Differentiate between IDE and SATA hard disks. (4 marks)

QUESTION TWO:

a) Compare Proprietary Software and Open Source Software (8 marks)

b) Define term device driver (2 marks)

c) A power supply unit is an important component of the system unit. Outline its functions in the system unit. (3 marks)

d) What is the work of fans in a computer system unit. (2 marks)

QUESTION THREE:

a) Edna, an ICT student came across the term ***Male port and Female ports.*** Explain and differentiate what is made by the two types of ports. (4 marks)

b) Discus the effects of computer viruses (5 marks)

c) Define the following terms (6 marks)

i. Backup
ii. POST
iii. Backup

QUESTION FOUR:

a) Omolo, an ICT student came across with the following computer errors in the Lab during a computer maintenance lesson. What could be the indication of each of the errors: (10 marks)

i. Blue Screen on the desktop computer
ii. Computer Screen Blank
iii. A computer making continuous beeps
iv. A computer displaying Boot disk Failure
v. A computer makes three Beeps at intervals

b) Define the following terms (3 marks)

i. CMOS
ii. POST
iii. Backup

c) A backup is such a crucial process in any computer stem explain. (2 marks)

QUESTION FIVE:

a) Why is important to install updates in a computer. (2 marks)

b) What made by the following: (10 marks)

i. Software
ii. Inhouse programs
iii. Suite
iv. FOSS
v. Antivirus

c) What causes overheating in a computer system. (3 marks)