



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY
END OF SEMESTER EXAMINATION FOR DIPLOMA IN
INFORMATION & COMMUNICATION TECHNOLOGY
MAY-JULY 2022

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: CICT0111/DICT0111

CAMPUS: ROYSAMBU

COURSE TITLE: INTRODUCTION TO COMPUTERS & OPERATING SYSTEMS

EXAM DATE: th JULY 2022

TIME: 08.00AM-11.00AM

DURATION: 3 HOURS

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other Three questions in Section **B**.

SECTION -A 10 Marks (Answer ALL questions in this section)

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QUESTION ONE:

- a) As an ICT Support Technician you are required to teach on the different input and output devices. Explain FOUR devices you would mention. **[4 Marks].**
- b) You have been hired as the IT Technician for Roysambu Institute of Technology and your first assignment is to set up a computer laboratory network. List TWO of the network components you are likely to come across in accomplishing this assignment. **[2 Marks].**
- c) PAC University ICT Lab Data has been exposed to a virus. As an IT expert, advise TWO ways to prevent the spread of the virus within the whole school. **[2 Marks].**
- d) You have been requested to advise on the type of printer to acquire for your office. Explain TWO factors you would mention. **[2 Marks].**

SECTION B: 30 Marks(Answer any THREE(3) questions in this section)

QUESTION TWO

- a) Explain FIVE reasons why file management is considered an important process in computers. **[5 Marks].**
- b) Every computer is exposed to a risk whether it is a virus or unauthorized access. Explain FIVE measures you would put in place to ensure the risk is managed. **[5 Marks].**

QUESTION THREE

- a) All books offered in PAC University Library must be keyed in the Computer before they are handed out to students. As part of the team responsible for keeping these records, discuss any FIVE computer components you would utilize to input data into the Library Database. **[5 Marks].**
- b) Describe the two types of monitors we have. **[5 Marks]**

QUESTION FOUR

- a) You have been hired by Absa Bank Kenya PLC to provide different ways you would network their control rooms across Nairobi City. Explain the main topology you would mention giving their advantages and disadvantages. **[5 Marks].**
- b) Briefly explain using examples the THREE modes of communication. **[5 Marks].**

QUESTION FIVE

- a) Joseph is an IT Technician at D&S Technologies Company. The management has decided to procure new softwares and hardware for the company. As the IT expert for the company, explain **THREE** categories of software that Joseph is likely to advise the management on? **[6 Marks]**
- b) Explain **TWO** factors Joseph would consider when purchasing the softwares. **[4 Marks]**

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QUESTION SIX

- a) Computer Operating Systems are very essential and powerful. Explain **THREE** reasons why it is important to install an Operating Systems in your computer. **[6 Marks]**.
- b) Operating Systems should always be reliable. Explain **TWO** characteristics of the Operating System. **[4 Marks]**