



PAN AFRICA CHRISTIAN UNIVERSITY

BBIT, BSCIT

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BSIT 107/BIT 107

CAMPUS: ROYSAMBU

COURSE TITLE: SYSTEMS SUPPORT AND MAINTENANCE

EXAM DATE: MONDAY, DATE (29TH JULY 2024)

TIME: START HOUR – END 17:30-20:30 HRS

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**.
- Write only your **student number** on the answer booklet provided.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A

(Answer ALL questions in this section)

QUESTION 1

- a) Sarah is using a computer with a traditional hard disk drive (HDD) that is running low on storage space and has become slower over time. She wants to optimize her disk usage and improve the performance of her computer. Discuss **TWO** utilities which could be used to free space and improve performance.

(4 Marks)

- b) Imagine you are called to fix a CRT monitor that displays a shaking screen despite being properly connected and configured. Explore **THREE** factors that could cause this.

(6 Marks)

SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

- a) Jane is experiencing frequent overheating issues with her computer, which are causing unexpected shutdowns. As a computer technician, explain any **THREE** causes of microprocessor overheating that could be contributing to this problem.

(6

Marks)

- b) Daniel, one of your classmate, is having trouble connecting her laptop to various external devices. Explore **TWO** possible reasons for this issue. **(4 Marks)**

QUESTION 3

- a) Ann has decided to skip updating her software because she's concerned about potential disruptions and prefers sticking with what she knows. Explain **TWO** risks associated with not performing software upgrades **(4 Marks)**
- b) Ken's computer has crashed with a Blue Screen of Death (BSOD) during a critical project. Expound **THREE** causes of a BSOD **(6 Marks)**

QUESTION 4

- a) Victoria's computer is failing to boot into Windows properly, leaving her unable to access her work. Discuss **THREE** reasons why Windows might not boot. [6 Marks]
- b) John was required to replace a faulty RAM chip in the computer. Expound **TWO** precautions he could consider to accomplish this. **(4 Marks)**

QUESTION 5

- a) You are the team leader in a Systems support and maintenance class at PAC.
- i. Explore **THREE** safety precautions you will instruct your group to observe when servicing computer systems. **(6 Marks)**
- ii. Explain **FOUR** most important tools you will require **(4 Marks)**

QUESTION 6

- a) You have encountered a PC that intermittently halts during the boot process. Explore **SIX** steps you would take to diagnose whether the issue is related to hardware or software. **(6 Marks)**
- b) Explore **TWO** the functions of an Uninterruptible Power Supply (UPS) **(4 Marks)**

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