

PAN AFRICA CHRISTIAN UNIVERSITY

**BACHELOR OF BUSINESS INFORMATION TECHNOLOGY AND BACHELOR
OF SCIENCE IN INFORMATION TECHNOLOGY**

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING AND INFORMATION TECHNOLOGY

COURSE CODE: BSIT 107/BIT 107

COURSE TITLE: SYSTEMS SUPPORT AND MAINTENANCE

CAMPUS: ROYSAMBU

EXAM DATE:

TIME:

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.

SECTION A: (Answer ALL questions in this section)

Question 1:

- a) In the field of computer maintenance and repair, diagnosing and resolving hardware issues is a common task. Hard disk failures can significantly disrupt productivity and lead to data loss if not addressed promptly. Understanding the potential causes behind hard disk failure is crucial for effective troubleshooting and maintenance.

Questions:

Mary is tasked with troubleshooting a computer that is exhibiting symptoms of hard disk failure.

- i. Suggest two possible causes for this issue, considering both hardware and software factors. **[4Marks]**
- ii. For each cause, provide a detailed explanation of how it could lead to hard disk failure . **[4Marks]**
- iii. Outline steps Mary can take to verify and address the problem **[2Marks]**

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

Question 2:

- a) Cate is troubleshooting a laptop that displays a blank screen, but when connected to an external monitor, it shows the graphical user interface (GUI) without any issues. Explain two possible causes for this discrepancy, considering both hardware and software **[4Marks]**
- b) Explain why someone like Sarah would choose to use an external hard disk to store her collection of pictures and videos instead of relying solely on internal storage or cloud-based services **[6Marks]**

Question 3

- a) Imagine you're tasked with developing safety guidelines for a workshop environment where various tools and equipment are used. Discuss the key components you would include in these guidelines and explain why each is important for maintaining a safe working environment. **[6Marks]**
- b) Imagine you're managing a fleet of delivery vehicles for a logistics company. Discuss the significance of implementing a preventive maintenance program for these vehicles and outline the key benefits it would offer to the company.

[4Marks]

Question 4:

- a) You've been tasked with performing routine maintenance on several computers in your workplace. Discuss the tools you would gather and explain their specific purposes in ensuring a successful maintenance session. **[6Marks]**
- b) You are tasked with explaining the function of different components in a computer system to a friend who is new to computing. Describe the role of each of the components

[4Marks]

Question 5:

- a) Imagine you're responsible for securing a network of computers in a small business environment.. Provide specific steps you would take and technologies you would utilize, emphasizing both preventive measures and reactive actions in case of an attack. **[4Marks]**
- b) As a cybersecurity analyst, you've been tasked with creating a training session for employees to raise awareness about different types of computer malware. Design a presentation outlining at least five distinct types of malware

[6Marks]

Question 6:

- a) Imagine you've been tasked with disassembling a desktop computer for maintenance and component replacement. Provide a step-by-step guide on how you would safely disassemble the computer **[6Marks]**

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- b) You are tasked with setting up and managing printers in a small office environment. Outline the steps you would take to install printers effectively.

[4Marks]