

PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN INFORMATION TECHNOLOGY

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING AND INFORMATION TECHNOLOGY
COURSE CODE: DICT0211
COURSE TITLE: HARDWARE MAINTENANCE AND NETWORKING
CAMPUS: ROYSAMBU
EXAM DATE: MAY, 2024
TIME: 14:30pm– 17:30pm (Tuesday)

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) Describe two factors to consider when determining the amount of memory to be allocated on a user computer. **[2 Marks]**
- b) State four reasons why computer hardware maintenance is important. **[4 Marks]**
- c) Explain the impact of a dead CMOS battery on the functioning on a computer. **[2 Marks]**
- d) Discuss the benefit of using the process of elimination in troubleshooting computer problems. **[2 Marks]**

SECTION B

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

Question 2:

IT technician is trying to print out invitations for a birthday party, but the printer won't print. The technician has some ideas about what could be causing this. Explain five steps the IT Technician will consider in resolving this issue. **[10 Marks]**

Marks]

Question 3:

- a) Describe the functions of the following parts of the motherboard. **[4 Marks]**
 - i. Random Access Memory
 - ii. PCI Slots and PCI Chip

- b) The CPU consists of three main typical components. Discuss the role of each of the three components in ensuring the CPU performs its functions. **[6 Marks]**

Question 4:

- a) Discuss three ways of securing a computer. **[6 Marks]**
- b) Lately, you notice that your PC has been taking longer and longer to load your favorite programs. Highlight four steps you would take to resolve this issue. **[4 Marks]**

Question 5:

- a) Discuss any three types of Networks **[6 Marks]**
- b) Highlight four Network Topologies **[4 Marks]**

Question 6:

- a) Discuss any two types of the emerging trends in information technology today. **[4 Marks]**
- b) A microprocessor is basically a computer processor that is mounted on a single IC (Integrated Circuit). Describe three basic types of microprocessors. **[6 Marks]**

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