



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DICT0211

CAMPUS: ROYSAMBU

COURSE TITLE: HARDWARE MAINTENANCE AND NETWORKING

EXAM DATE: 7TH DECEMBER 2020

TIME: START HOUR – END 14.00 PM – 5.00 PM

INSTRUCTIONS

1. This exam paper has six questions
2. Read all questions carefully before attempting.
3. Answer **All** questions in **Section A** and any other **THREE** questions in Section B.

SECTION A (Answer All)

Question One

- a) You are carrying out a routine maintenance on user **A** office. After finishing the work, you assemble back his machine and realize that he cannot find some of his data. Explain what may have happened and how you would mitigate this on your next user. **[5 Marks]**
- b) Give a step by step procedure of doing a routine maintenance on a desktop machine. **[5 Marks]**

Section B (Answer any Three)

Question Two

- a) A customer experiences a server crash. When you arrive, the customer is upset about this problem. Explain how you will handle this situation. **[2 Marks]**
- b) A group of users in ABC Corporation needs to back up several gigabytes of data daily **offline**. Identify and explain the most suitable back up for this. **[4 Marks]**
- c) Most PCs give a single beep on bootup to indicate they are ok hardware wise. You boot your PC and don't get a beep. Explain how you will troubleshoot this. **[4 Marks]**

Question Three

- a) An employee reports that each time their desktop is started it goes off after about 5 minutes of use. Explain the possible cause of this and give solution. **[4 Marks]**
- b) A computer technician performed a number of actions to correct a problem. Some actions did not solve the problem, but eventually a solution was found. In your own opinion, write down what should be documented **[3 Marks]**
- c) Your friend requests you to recommend him a good computer for graphic design because he intends to start a job as a graphic designer. Discuss the features you will consider why recommending the computer he should buy. **[3 Marks]**

Question Four

- a) TV remote is an open loop system. Explain this statement giving **TWO** advantages and **ONE** disadvantage. **[5 Marks]**

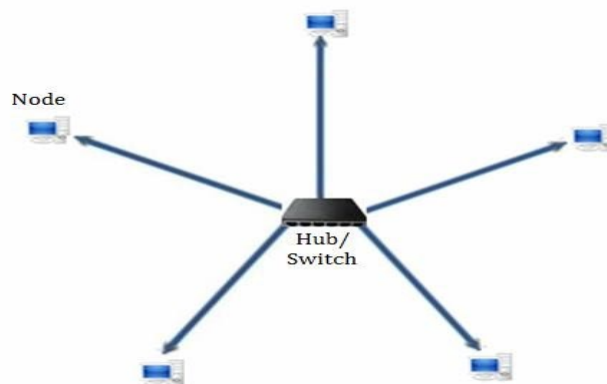
- b) A consultant at KXB Company wants to win a tender on microprocessor computers. However, before tendering for the job, she needs to do a presentation on the above subject matter. Highlight some of the key points she will put in her presentation.

[5 Marks]

Question Five

- a) You are a network consultant fixing network on company XBY. You find it difficult to understand the network and ask their technician for the network map. While looking at the map, you find out that, the topology below is what is installed in their network. Explain the topology below giving at least **THREE** advantages and **THREE** disadvantages of using it.

[5 Marks]



- b) Abigael intends to install network on company WCY. Discuss the criteria she will use to install the network.

[5 Marks]

Question Six

- a) Your computer is not connecting to WIFI. On the device manager, there is a yellow exclamation mark next to a network. Explain what this exclamation mark means and what you should do.

[4

Marks]

- b) Your computer is running on windows 7. You wish to upgrade it to windows 10. Explain the steps you will take to do this.

[3 Marks]

- c) Cloud networking is one of the emerging trends in networking. Explain one major concern that has been aired by computer experts in regard to this new trend.

[3

Marks]