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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY
CIT 1006 – COMPUTER MAINTENANCE AND SUPPORT

Date: 13TH DECEMBER 2022
Time: 2:30PM – 4:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

Read the following excerpt carefully and answer the questions that follow

During the subscription service computers, our specialists ensure the speedy elimination of any fault (whether failures in the software or equipment failure) of your computer equipment, carry out regular maintenance work and diagnostic equipment to ensure stable operation of your IT-infrastructure. In addition, we carry out all the necessary work to ensure the timely development of IT- infrastructure of your company. What is included in the permanent subscription service computers and accurate information and data that would lead to good knowledge during data warehouse and data mining.

1. Define the following terms (4 Marks)
 - i) data
 - ii) information
 - iii) computer
 - iv) software
- a) With their applications describe RAM and ROM as stated in computer application (8 Marks)
- b) Explain different sources of virus that easily damage the computer, (5 Marks)
- c) Explain the characteristics of computers and how they are different from humans (5 Marks)
- d) Explain application software and the different software in that category. (8 Marks)

QUESTION TWO (20 MARKS)

- a) Discuss the difference between a word, spreadsheet, PowerPoint as discussed in computer support and maintenance (6 Marks)
- b) Discuss types of utilities as discussed in system software's. (6 Marks)
- c) Explain Common operations performed during software installations (8Marks)

QUESTION THREE (20 MARKS)

- a) Explain types of computer viruses (4 Marks)
- b) State and discuss Computer Maintenance Tip you can use on a physical environment(8Marks)
- c) Describe specific process of Troubleshooting (8 Marks)

QUESTION FOUR (20 MARKS)

- a) Define what is troubleshooting (2 Marks)
- b) Computer viruses have a life cycle that starts when they're created and ends. discuss computer virus life cycle. (8 Marks)
- c) Computers are classified based on the many criteria state and explain those classifications. (10 Marks)

QUESTION FIVE (20 MARKS)

- a) State two types of software (2 Marks)
- b) Maintenance is a process which starts with installation describe types of software maintenance (8 Marks)
- c) Discuss Reasons why computer maintenance, service and repair is important in any organization (10Marks)