KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS, 2020/2021 ACADEMIC YEAR
FOR CERTIFICATE IN INFORMATION COMMUNICATION AND TECHNOLOGY
CIT 1006 COMPUTER MAINTENANCE AND SUPPORT

Date: DECEMBER 2020
Time: 2 Hrs.

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE COMPULSORY (30 MARKS)

a)   Describe the following terminologies
     i.   Troubleshooting   (2 Marks)
     ii.   Servicing   (2 Marks)
     iii.   Repairing   (2 Marks)
     iv.   Maintenance   (2 Marks)
b)   Define Peripheral devices and list three examples of peripheral devices   (4 Marks)
c)   Distinguish between IDE and SATA hard disk interfaces   (4 Marks)
d)   Describe the basic troubleshooting steps   (7 Marks)
e)   Explain the proper process of starting up a desktop computer   (7 Marks)

QUESTION TWO (20 MARKS)

a)   Hardware maintenance involves two processes, preventive and corrective; discuss.   (10 Marks)
b)   Explain five precautions to be observed when doing maintenance on a computer.   (10 Marks)

QUESTION THREE (20 MARKS)

a)   A computer's capability can be enhanced using expansion slots,
     i.   Outline the devices placed in the slots   (2 Marks)
     ii.   list and explain the types of expansion slots in a desktop computer citing examples of (i.)
         above in each case.   (8 Marks)
b)   A virus is a type of computer program that, when executed, replicates itself by modifying other
     computer programs and inserting its own code. Describe the two categories of computer viruses.
                                                                                        (10 Marks)

QUESTION FOUR (20 MARKS)

a)   Distinguish between disk compressor and disk defragmenter utilities.   (2 Marks)
b)   Explain five electronic components on a motherboard   (10 Marks)
c)   Explain the four types of software maintenance   (8 Marks)

QUESTION FIVE(20 MARKS)

a)   Explain the connection types used to connect hardware components on a motherboard   (10 Marks)
b)   Explain five types of computer viruses   (10 Marks)