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KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY
DIT 1014 – COMPUTER MAINTENANCE AND SUPPORT

Date: 09TH AUGUST 2023

Time: 11:30AM – 1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Distinguish between computer maintenance and computer support and highlight the major benefits of maintaining computers. (8 Marks)
- b) Explain the following terminologies as applied in computer maintenance and support;
i) Input devices
ii) Output devices
iii) Control unit
iv) Memory (8 Marks)
- c) State and explain various classification of computers on the basis of their use and size. (8 Marks)
- d) Computers are such an important part of our lives. Describe some of characteristics of computers that make them suitable for use. (6 Marks)

QUESTION TWO (20 MARKS)

- a) Operating system is responsible for functioning of the computer system. To do that it carries out three broad categories of activities. Outline the activities (6 Marks)
- b) Outline the factors to consider prior to computer system selection and acquisition. (8 Marks)
- c) State and explain the characteristics of main memory of a computer. (6 Marks)

QUESTION THREE (20 MARKS)

- a) Discuss the various types of Read Only Memory (ROM) and their characteristics. (8 Marks)
- b) A port is a physical docking point where an external device can be connected to the computer. Outline the most commonly types of ports (8 Marks)
- c) Common word processors like; MS-Word, WordPad, WordPerfect and Google docs are form of an application software that assist the user in creating, storing and manipulating text documents. Highlight the activities word processor allows users to do. (4 Marks)

QUESTION FOUR (20 MARKS)

- a) Describe the various types of hardware required to set up a computer network. (8 Marks)
- b) Outline the various differences and similarities between internet and intranet. (8 Marks)
- c) Highlight the major categories of Programming Languages. (4 Marks)

QUESTION FIVE (20 MARKS)

- a) A computer virus will more than likely have an adverse effect on the device it resides on and may be discoverable through common signs of performance loss. explain common signs of computer viruses. (10 Marks)
- b) Disassemble is the process of breaking down a device into separate parts. Discuss the steps followed in disassembling a computer. (10 Marks)