



Kasarani Campus
Off Thika Road
Tel. 2042692 / 3
P.O. Box 49274, 00100
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, FIRST SEMESTER EXAMINATION
FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY
CIT 1006 COMPUTER MAINTAINANCE AND SUPPORT

Date: 15TH APRIL 2024

Time: 11:30AM-1:30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Discuss two types maintenance. **(4 marks)**
- b) Distinguish between destructive and non-destructive categories of virus. **(4marks)**
- c) Explain the roles of Central Processing Unit (CPU) **(4marks)**
- a) Explain different sources of virus that easily damage the computer, **(5 marks)**
- b) Explain the features that a system depends on for Their effective & efficient working **(5marks)**
- c) What are the common signs that a computer may be experiencing hardware problem. Give examples and explanation for each **(8 marks)**

QUESTION TWO (20 MARKS)

- a) Discuss types of worms based on how they are distributed between computers**(4marks)**
- b) Discuss the technologies of computers in different generation and their classification according to size **(8 marks)**
- c) Describe the key components of a computer system that require regular maintenance and explain the specific task involved in maintaining each component. **(8 marks)**

QUESTION THREE (20 MARKS)

- a) Discuss the solution when The computer is slow **(5marks)**
- b) What is the role of anti-virus software in computer maintenance and support? **(7 marks)**
- c) Describe specific process of Troubleshooting **(8 marks)**

QUESTION FOUR (20 MARKS)

- a) Discuss the solution when The computer is frozen. A program is not responding. **(4marks)**
- d) You are an IT technician of kiriri university discuss the general process you will take when Servicing exterior parts of a computer. **(8marks)**
- e) As an IT student what can you do when you find that The mouse is not working correctly in the laboratory. **(8marks)**

QUESTION FIVE (20 MARKS)

- a) Discuss two forms of booting **(4marks)**
- d) Explain types of computer viruses **(8 marks)**
- e) State and discuss Computer Maintenance Tip you can use on a physical environment **(8marks)**

