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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY**  
**CIT 1006 – COMPUTER MAINTENANCE AND SUPPORT**

Date: 11<sup>TH</sup> December 2023

Time: 11:30AM – 1:30PM

**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**

The specific challenges for maintenance of software and its related hardware for the domain of automated Production Systems. In the last decades, research in the field of software engineering for automated Production Systems (aPS) has been focusing on developing domain specific model-driven engineering approaches supporting the development process, but mostly neglecting the operation, maintenance and re-engineering aspects. However, the success of model-driven engineering in aPS industry has been limited because the effort to introduce model-driven engineering and to change the entire existing legacy software is estimated as too high and the benefit as too low against the background of customer specific solutions expecting a low degree of reuse.

- State two types of software (4 Marks)
- Describe specific process of Troubleshooting (6 Marks)
- Explain the roles of Central Processing Unit (CPU) (6 Marks)
- Explain different sources of virus that easily damage the computer, (6 Marks)
- Discuss different Types of Installation as stated in computer support and maintenance. (8 Marks)

**QUESTION TWO (20 MARKS)**

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

**QUESTION THREE (20 MARKS)**

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

**QUESTION FOUR (20 MARKS)**

- Define what is troubleshooting (2 Marks)
- Computer viruses have a life cycle that starts when they're created and ends. Discuss computer virus life cycle. (8 Marks)
- 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 (10 Marks)