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**University Examinations 2015/2016**

FIRST YEAR FIRST SEMESTER EXAMINATION FOR CERTIFICATE IN INFORMATION TECHNOLOGY

**CIT 1105: COMPUTER SUPPORT AND MAINTENANCE**

 **DATE: AUGUST 2016 TIME: 11/2 HOURS**

**INSTRUCTIONS:** *Answer question* ***one*** *and any other* ***two*** *questions*

**QUESTION ONE (30MARKS)**

1. Define the following terms and give an example:
2. System software (2 Marks)
3. Utility software (2 Marks)
4. Application software. (2 Marks)
5. State and explain four factors that one should consider before purchasing a laptop? (4 Marks)
6. Explain the use of the following types of computer ports:
7. VGA (2 Marks)
8. TRS (2 Marks)
9. List three different families of operating system in the market currently. (3 Marks)
10. Explain four reasons why we should maintain computers. (4 Marks)
11. State three computer hardware maintenance practices. (3 Marks)
12. Discuss two causes of out of memory error in relation to computer. (2 Marks)
13. Differentiate between a surge protector and a UPS. (2 Marks)
14. Discuss two factors one should consider before purchasing a software. (2 Marks)

**QUESTION TWO (20 MARKS)**

1. Discuss three factors that contribute to slow computer performance. (6 Marks)
2. Explain the meaning of the following terms:
3. Trouble shooting (2 Marks)
4. Installation of an operating system (2 Marks)
5. Peripheral hardware (2 Marks)
6. Define the following terms and give two examples for each case:
7. RAM (2 Marks)
8. Processor (2 Marks)
9. Differentiate between onboard devices and peripheral devices giving two examples for each case. (4 Marks)

**QUESTION THREE (20 MARKS)**

1. Define the term software and mention three categories of software’s. (3 Marks)
2. State and explain three ways of fixing software problems in a computer. (6 Marks)
3. What is computer Motherboard? List two components attached to it. (3 Marks)
4. Define the term malware as used in computer. Discuss two ways of preventing computer malwares. (3 Marks)
5. Discuss five factors to consider before purchasing a given software. (5 Marks)

**QUESTION FOUR (20 MARKS)**

1. Outline the steps one will perform in a computer to accomplish the following tasks:
2. Disk partitioning (4 Marks)
3. Installation of an operating system. (5 Marks)
4. Ram replacement (3 Marks)
5. Hard disk replacement (3 Marks)
6. Diagrammatically illustrate how a computer works. (5 Marks)

**QUESTION FIVE (20 MARKS)**

1. Explain two possible dangers of shutting down a computer improperly. (2 Marks)
2. Discuss three factors that can lead to software failure. (6 Marks)
3. Define the term power supply as used in computer. (2 Marks)
4. Differentiate between a surge protector and a UPS. (2 Marks)
5. List four types of Processors. (2 Marks)
6. Discuss three factors that can lead to software failure. (6 Marks)