

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2014/2015

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

**BIT 2223 : INSTALLATION AND CUSTOMIZATION**

**DATE: APRIL 2015 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND**

**ANY OTHER TWO QUESTIONS.**

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**QUESTION ONE (30 MARKS)**

(a) Using examples, explain the following terms: [4 marks]

1. Input devices.
2. Output devices.
3. Application software.
4. Device driver.

(b) State four types of file systems. [4 marks]

(c) Describe how to protect a computer from a virus attack. [3 marks]

(d) Contrast the following types of files: [4 marks]

1. Program files.
2. Batch files.
3. Unformatted text files.
4. System files.

(e) Explain four safety procedures to be observed when installing a monitor. [4 marks]

(f) Give four parameters that can be set for a serial port. [4 marks]

(g) Highlight two types of system software. [4 marks]

(h) Describe how computer systems make use of virtual memory.

[3 marks]

**QUESTION TWO (20 MARKS)**

(a) Explain the role of operating systems under the following sub-headings: [10 marks]

1. File and disk management.
2. Allocating system resources.
3. Monitoring system activities.

(b) Using examples, describe four types of operating systems.

[10 marks]

**QUESTION THREE (20 MARKS)**

(a) Ezra bought a second hand computer from his friend who told him that the hard disk requires formatting. Ezra does not know what this entails. In your capacity as an IT specialist:

1. State disk formatting is. [1 mark]
2. Differentiate between physical and logical formatting.

[4 marks]

1. Give three reasons for partitioning a disk. [6 marks]

(b) Config.sys is a text file used to control the system hardware configuration. Give the use of the following commands in config.sys file: [4 marks]

1. Device.
2. Device high.
3. DOS
4. Files.

(c) Outline the steps to be followed to install a printer in a windows environment. [5 marks]

**QUESTION FOUR (20 MARKS)**

(a) Omondi is a new employee at Afya Sacco Ltd. He has been given a task to create a document in MS-Word. But on a starting off his computer he realizes that MS-Word is not installed.

1. Outline the steps he should follow to install MS Office.

[4 marks]

1. Distinguish between typical and custom installations.

[4 marks]

(b) Explain how disk defragmenter utility optimizes the performance of a computer system. [4 marks]

(c) (i) Define the term hardware conflict. [2 marks]

(ii) Explain three ways used to solve hardware conflict.

[6 marks]