



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

FIRST YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE, BACHELOR OF SCIENCE (BIOLOGY)

SBC 106/SMB 103: INFORMATION TECHNOLOGY

DATE: APRIL 12, 2018

TIME: 8:30 -10:30 AM

INSTRUCTIONS:

Answer Question ONE and ANY other two Questions

QUESTION ONE (30 MARKS)

- a) In what **major** ways does a tablet computer differ from other types of computers (give examples)? (4 marks)
- b) Distinguish between the following:
- i) DVD and CD
 - ii) System software and Application software
 - iii) Primary storage and Secondary storage (6 marks)
- c) Briefly discuss THREE **main** benefits of using computers in business (3 marks)
- d) In computing, what is meant by the term 'the *cloud*'? Give examples of TWO services that use the cloud. (4 marks)
- e) Why is an operating system considered to be the most important software that runs on a computer (give examples of major operating systems)? (3 marks)
- f)
- i) What kind of harm may computer viruses present to your computer? (3 marks)
 - ii) What steps should you take if you find that a computer is infected? (2 marks)

g) Refer to the diagram. What are the main reasons why it is important to update your operating system?

Control Panel Home

Windows Update

- Check for updates
- Change settings
- View update history
- Restore hidden updates

Download and install updates (865.7 MB - 865.8 MB total)
 49 important updates are available
 49 important updates selected, 865.7 MB - 865.8 MB
 Install updates

Most recent check for updates: Today at 5:17 PM
 Updates were installed: Never
 You receive updates: For Windows only.

(2 marks)

h) Discuss THREE major approaches to installing software on a computer

(3 marks)

QUESTION TWO (20 MARKS)

a) Write down the equivalent keyboard short-cuts for the following commands:

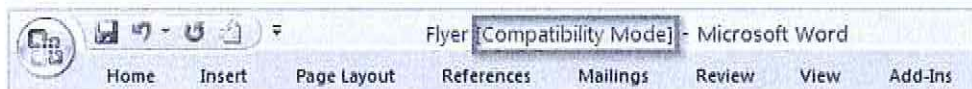
- i) Copy
- ii) Paste

(2 marks)

b) Compare and contrast use of the *Save* and *Save As* button in Microsoft Word.

(4 marks)

c) The document *Flyer* (shown below) is saved in Compatibility mode. Explain why documents may be saved as such and any disadvantage that may arise.

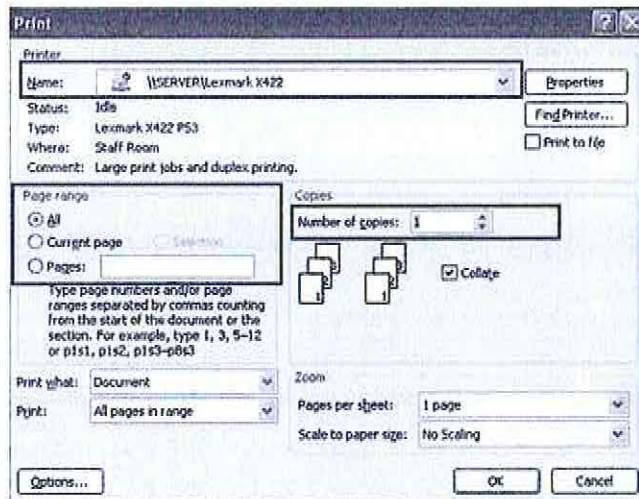


(4 marks)

d) Explain the use of the Mail Merge feature in Microsoft Word

(4 marks)

e) Discuss the features relating to the highlighted areas in the screenshot below:



QUESTION THREE (20 MARKS)

- a) With billions of webpages on the World Wide Web, one can find exactly what they are looking for by using a search engine.
 - i. What is a search engine? Give at least TWO examples. (2 marks)
 - ii. Using suitable examples, discuss how one can improve their searches using the following:
 - a. Search phrases
 - b. Exclude words
 - c. Using the keyword OR (6 marks)
- b) Distinguish between the following and give examples in each case:
 - i) LAN and WAN
 - ii) Web browser and Web server (6 marks)
- c) The Internet is a multi-faceted tool with vast range of uses. Discuss THREE major forms of communication popular with the Internet (6 marks)

QUESTION FOUR (20 MARKS)

- a) Distinguish (using suitable examples) between sorting and filtering in spreadsheet applications such as Ms. Excel (4 marks)
- b) Consider the worksheet below. Input the appropriate formula to complete the summary section i.e. B4, B5, B6, B7, B8 (Mark is graded as fail if less than 50): (10 marks)

	A	B	C	D	E	F	G
1		Math	Eng	Kisw	Science	Arts	Music
2		65	71	53	79	47	56
3	SUMMARY						
4	Total						
5	Mean						
6	Highest score						
7	Lowest score						
8	Pass/Fail						

- c) Discuss any SIX tasks that a spreadsheet program is helpful in performing (6 marks)

QUESTION FIVE (20 MARKS)

a) Tom Baku, a college student studying a business course, is considering purchasing a laptop to assist him in his studies.

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- i) Discuss FIVE **major** factors he ought to consider before buying. (10 marks)
- ii) Discuss at least FIVE computer safety practices Tom should consider to enable him use his computer productively. (4 marks)
- iii) There are basic troubleshooting techniques you can use to fix issues that arise while using a computer system. Suggest solutions to the following issues:
- I) Power button will not start computer
 - II) An application is running slowly
 - III) The computer is frozen
- (6 marks)

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