



**CICT PART I SECTION 2**

**COMPUTER SUPPORT AND MAINTENANCE**

**WEDNESDAY: 23 May 2018.**

**Time Allowed: 3 hours.**

**Answer ALL questions. Marks allocated to each question are shown at the end of the question.**

**QUESTION ONE**

- (a) (i) Explain the term “electronic components” of a computer. (1 mark)
- (ii) Identify three electronic components of a computer. (3 marks)
- (b) Describe four workspace preparations that a computer technician should undertake before disassembling a computer. (4 marks)
- (c) Explain the purpose of each of the following features when installing a computer memory:
- (i) RAM notch. (2 marks)
- (ii) Retaining clips. (2 marks)
- (iii) Foolproof design. (2 marks)
- (d) Rehema Rose has several obsolete software running in her laptop. After deleting the obsolete software, she realised that they were still existing.
- In relation to the above statement:
- (i) Distinguish between “deleting” and “uninstalling” software. (2 marks)
- (ii) Outline the software uninstallation procedure in four steps. (4 marks)
- (Total: 20 marks)**

**QUESTION TWO**

- (a) Analyse four hardware factors that could affect the processing speed of a computer. (4 marks)
- (b) Describe each of the following computer security threats:
- (i) Blended threats. (2 marks)
- (ii) Trojan horse. (2 marks)
- (iii) Scareware. (2 marks)
- (c) Doleen Nabutola replaced a faulty central processing unit (CPU) on the motherboard and has approached you for assistance on how to return the heatsinkfan.
- Required:**  
Outline in four steps how to install a CPU heatsinkfan. (4 marks)
- (d) Great Performers College is in the process of repairing computers in preparation for May 2018 intake. The college faces the following scenarios:
1. There is only one entity that has stocked the required computer spare parts.
  2. The available alternative computer spare parts have proved incompatible with the computers in the college.

3. There is an urgent need for the computer spare parts.
4. The entity that stocks the computer spare parts does not offer credit facility.
5. The price of the computer spare parts is inclusive of 16% VAT and exclusive of delivery costs.

**Required:**

- (i) Explain the procurement method that Great Performers College is likely to use based on the above scenarios. (2 marks)
  - (ii) Assess four limitations of the method identified in (d) (i) above. (4 marks)
- (Total: 20 marks)**

**QUESTION THREE**

- (a) On reporting to the office, Kaptain Bore realises that his computer could not start up. He has approached you for assistance.

**Required:**

- (i) Advise Kaptain Bore on four issues that could have caused a previously working operating system fail to start up. (4 marks)
  - (ii) Explain two ways you could use to repair the problem in (a) (i) above without deleting the system partition. (4 marks)
- (b) Describe the procedure for undertaking the following:
- (i) Diagnose potential errors or damages on hard drives. (1 mark)
  - (ii) Check on a program that has stopped working. (1 mark)
  - (iii) Roll your computer system settings back to a specific date when everything was working properly. (1 mark)
  - (iv) Prepare section of a hard drive and make it available for operating system. (1 mark)
- (c) Examine four programs found on the computer motherboard read-only memory (ROM). (4 marks)
- (d) Identify four causes of the blue screen error. (4 marks)
- (Total: 20 marks)**

**QUESTION FOUR**

- (a) Explain the following terms as used in computer power supply:
- (i) Power good signal. (2 marks)
  - (ii) Molex connector. (2 marks)
  - (iii) Testing. (2 marks)
- (b) Suggest two measures that you could take to protect your computers from overheating. (2 marks)
- (c) Martin Makori, a Certified Information Communication Technologist at Zablun Limited has been tasked by the head of IT to upgrade the company's computers from Windows XP to Windows 7.

**Required:**

- Outline five steps that he should follow to accomplish the exercise. (5 marks)
- (d) Summarise the steps followed to disassemble all the hardware components of a computer. (7 marks)
- (Total: 20 marks)**

**QUESTION FIVE**

- (a) In relation to laptop warranties:
- (i) Examine two problems covered in a warranty. (2 marks)
  - (ii) Outline two problems not covered by a warranty. (2 marks)

- (b) Describe one solution to each of the following computer related problems:
- (i) Slow computer performance. (1 mark)
  - (ii) Insufficient memory. (1 mark)
  - (iii) Touch input does not work. (1 mark)
  - (iv) Potential virus infection. (1 mark)
  - (v) "Cannot connect the computer to the server" error message after you install the client connect on a client computer. (1 mark)
- (c) Highlight three disadvantages of using liquid crystal display (LCD) monitors. (3 marks)
- (d) Explain the uses of each of the following methods of securing microcomputers against theft:
- (i) Anchor locks. (1 mark)
  - (ii) Service tracking software. (1 mark)
  - (iii) Fingerprint reader. (1 mark)
- (e) James Ole Ntutu was provided with a flash disk for storing data. However, when trying to use it, he got an error message "USB Device not recognised".

**Required:**

Suggest five possible causes of this problem.

(5 marks)

(Total: 20 marks)

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