

1902/104 A, 1903/104A, 1906104A,
1908/104A, 1909/1041, 1916/104A,
1918/104A, 1919/104A, 1922T64A,
1923/104 A

**INFORMATION COMMUNICATION
TECHNOLOGY (Theory)**

July 2016

Time: 1 hoar



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN IIM AN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE TN MARITIME TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN TOUR GUIDING AND OPERA HONS
CR AFT CERTIFICATE IN TOUR GUIDING AND TR AVEL OPER ATIONS
CR AFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE TN CLERICAL OPERATIONS**

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (Theory)

Paper I

1 hour

INSTRUCTIONS TO CANDIDATES

*With the All. the questions it) the timer booklet provided
Candidates should tinsnvr the questions in English.*

Tills paper consists of 3 printed pages

**Candidates should check the question paper to ascertain that aJI the
pages are printed as indicated and that no questions are missing.**

- 1 Differentiate between floppy disk and hard disk as used in computer storage* giving an example in each case. (4 marks)
- 2, (a) A computer technician intends to buy a memory card of a computer. Outline two functions that the memory would perform within the computer system. (2 marks)
- (b) Outline two examples of direct input devices of computer systems. (2 marks)
- 3, Joseph typed the document in figure 1 using a word processing program.

Dear Sir,

APPLICATION FOR SAITS ASSISTANT JOB

I would wish to apply for the above position which has been advertised in your website.

I am a Kenyan citizen qualified with a certificate in Business Administration from St. Paul's College. In addition, I am qualified with a certificate in Management from St. Paul's College.

I have a 2 year work experience in with an insurance company.

Attached, please find my curriculum vitae for your reference.

Figure 1

- (a) Outline four text formatting features that are applied on the document. (2 marks)
- (b) Joseph intends to create the same letter for many prospective employers. Explain a word processing feature he would use to achieve his objective. (2 marks)
- Joel has been invited to present a paper on the "Application of IT in marketing". He prefers to use a presentation program over a word processing program (during the paper preparation).
- (a) Outline two reasons for his preference. (2 marks)
- (b) Joel applied the Print Range option featured during printing. Explain a reason why he would use the option. (2 marks)
- 5 Explain the function of each of the following utility programs in a computer system:
- (a) device drivers; (2 marks)
- (b) drive formatter. (2 marks)

<> Figure 1 is a spreadsheet extract showing credit sales from Jessica's shop. Use it to answer the questions that follow.

JESSICA SHOE' CREDIT ANALYSIS				
Item Name	Items	Quantity Sold	Price/Item (Kshs)	Credit Amount
Mary K.	Oread	10	30	
Tom W.	Sugar	40	120	
Linnet P.	Sugar	20	1211	
Henry A.	Cooking Oil	2	120	
Rahjilane	Bar soaps	10	130	

Figure 1

- (a) Write an appropriate formula that would be used to compute the credit amount owed by Mary K. (1 mark)
- (b) Describe the relationship between the functions as used with spreadsheets. (17 marks)
- (c) Using the appropriate function, write a formula that would determine the highest credit amount. (11 marks)

7. A company intends to install a Local Area Network using ring topology. With the aid of a diagram, describe the topology. (4marks)

8. (a) Outline two advantages of using indexed sequential method of file organization in a computer system. (2 marks)

(b) A company is concerned about the spread of computer viruses on their computer network. Outline two measures the company can adopt to control this threat. (2 marks)

9. (a) Distinguish between metropolitan area network (MAN) and wide area network (WAN) as used in computer networking. (2 marks)

(b) A five star hotel has decided to pay its suppliers using an electronic payment method. Explain two benefits the hotel would realize from this decision. (2 marks)

10. Explain the function of each of the following computer network devices.

- (a) modem; (12 marks)
- (b) router. (2 marks)

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