THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN COOPERATIVE MANAGEMNET CRAFT
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CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (THEORY)

Paper 1

1 hour

INSTRUCTIONS TO CANDIDATES

This paper consists of TEN questions.
Answer all the questions in the answer booklet provided.
Candidate should answer the questions in English.

This paper consists of 3 printed pages.

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

Turn over

1. (a) Define each of the following as used in computers:

    (i)   information;

    (ii) booting.   (2 marks)

    (b) State the function of each of the following computer keyboard keys:

    (i)   Home Key;

    (ii) Down Arrow Key.   (2 marks)

2. An ICT technician has been tasked with acquiring an application software for an organization. Explain **two** features of this software he should consider.   (4 marks)

3. Ann acquired a graphical user interface operating system. Outline **four** features this operating system could be having.   (4 marks)

4. (a) With the aid of an example in each case, outline **two** types of storage media used in computer systems.   (2 marks)

    (b) Harun intends to sort the information in an organizations database for easy access. Outline **two** ways he could use to sort the information.   (2 marks)

5. Rachael intends to apply page formats to a document created using a word processing program. Outline **four** formats that she is likely to apply.   (4 marks)

6. Figure 1 is a spreadsheet extract showing quantity of items ordered and delivered in a shop. Use it to answer the question that follows.

	A	B	C	D
1	Item	Quantity Ordered	Quantity Delivered	Quantity Balance
2	Bananas	30	25	
3	Apples	20	16	
4	Total Balance			

Figure 1

Using a function and cell addresses, write the formula that would be used to compute each of the following:

    (a) quantity balance for bananas in cell D2 given that quantity balance is quantity delivered less quantity ordered;   (2 marks)

    (b) total balance for bananas and apples in cell D4.   (2 marks)

7.   (a)   Outline **two** reasons for performing a disk formatting operation on a computer system.

                 (2 marks)

      (b)   An organization intends to put measures that will minimize threats to data integrity. Outline **two** ways they could use to achieve this.

                 (2 marks)

8.   (a)   Explain the function of a *router* in a computer network.   (2 marks)

      (b)   A company intends to connect its computers to the company's local area network. Explain **two** ways they can use this connectivity.

                 (2 marks)

9.   Explain **two** positive impacts of the Internet to business operations.   (4 marks)

10.   Distinguish between *spyware* and *virus* as used in computers.   (4 marks)

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