1902/104A, 1903/104A, 1906/104A, 1907/104A,
1908/104A, 1909/104A, 1912/104A, 1913/104A,
1916/104A, 1918/104A, 1919/104A, 1922/104A,
1923/104A, 1924/104A, 1925/104A, 1926/104A
INFORMATION COMMUNICATION
TECHNOLOGY (THEORY)
Paper 1
July 2023
Time: 1 hour

THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT
CRAFT CERTIFICATE IN AUSINESS MANAGEMENT
CRAFT CERTIFICATE IN COOPERATIVE MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN TOURISM MANAGEMENT
CRAFT CERTIFICATE IN INFORMATION STUDIES
CRAFT CERTIFICATE IN MARITIME TRANSPORT OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS
CRAFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE IN CLERICAL OPERATIONS
CRAFT CERTIFICATE IN INVESTMENT MANAGEMENT
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 2 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) State the **four** stages followed in computerised data processing. (2 marks)

   (b) A computer uses various filing methods to organize records. Outline **two** such methods. (2 marks)

2. Outline **four** benefits an organization would realize by integrating information communication technology (ICT) in their business processes. (4 marks)

3. With the aid of **two** examples in each case, describe the following computer components:

   (a) output devices;

   (b) input devices. (4 marks)

4. Outline **four** factors that should be considered by a college when acquiring an operating system. (4 marks)

5. (a) Rose was asked to format a document created using a word processing program. State **four** examples of page formats she could apply to the document. (2 marks)

   (b) Outline the term *search engine* as used in the Internet and give **two** examples. (2 marks)

6. Distinguish between *cutting* and *copying* operations as used in word processing. (4 marks)

7. Describe a Wireless Local Area Network (WLAN) stating **four** areas where they are used. (4 marks)

8. Figure 1 is a spreadsheet extract showing the expenses incurred in three months. Use it to answer the questions that follow.

	A	B	C	D	E
1		MONTHLY EXPENSES			
2	Item	JAN	FEB	MARCH	TOTALS
3	Rent	4500	4500	4500	Sum(A,D)
4	Food	5200	4900	5000	

Figure 1

A user intends to sum the total rent for the three months and entered the content shown in E3.

   (a) State **two** reasons why the expected result was not displayed. (2 marks)

   (b) Write the correct function that would display the sum when executed. (2 marks)

9. Explain the meaning of each of the following terms as used in presentation programs:

   (a) wizard;

   (b) template. (4 marks)

10. A five-star hotel intends to have Internet connectivity to their premises. Explain **two** benefits the hotel would realise from this connectivity. (4 marks)

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