1901/104A
INFORMATION COMMUNICATION
TECHNOLOGY I (THEORY)
Paper 1
November 2022
Time: 2 hours

KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SECRETARIAL STUDIES

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY I (THEORY)

Paper 1

2 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SECTION A and B.
Answer ALL the questions in section A and any FOUR of the FIVE questions in section B in the booklet provided.
Candidates should answer the questions in English.

This paper consists of 4 printed pages.

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

SECTION A (20 marks)

*Answer **all** questions in this section.*

1. List **four** examples of pointing devices used with computers. (2 marks)

2. Explain the function of the *transmitter* in a digital communication system. (2 marks)

3. Distinguish between *firmware* and *system utilities* as used in computers. (2 marks)

4. Preventive maintenance is a very importance exercise for a computer laboratory. Outline **two** reasons for carrying out the exercise. (2 marks)

5. Convert 2,097,152 bytes of memory into megabytes. (2 marks)

6. Outline **two** characteristics of command-oriented operating systems. (2 marks)

7. Differentiate between *system files* and *data files* as applied in computer file systems. (2 marks)

8. Lilian, a secretary, was advised to consider the system bus size before installing a new application software in her computer. Explain the reason for this advice. (2 marks)

9. Explain the term an *Information System*. (2 marks)

10. The primary memory in a computer system play a critical role in data processing. State **two** features associated with this memory that makes it appropriate for the task. (2 marks)

SECTION B (40 marks)

Answer any four questions from this section.

11. (a) (i) State **four** types of computers based on the physical size. (2 marks)

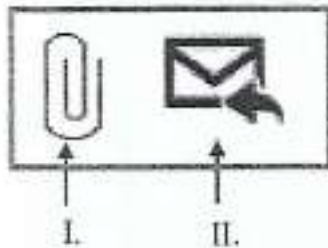   (ii) Figure 1 shows typical tools of a communication software. Use it to answer the question that follows.

    Figure 1

    Explain the function of the tools labelled (I) and (II). (4 marks)

    (b) (i) Explain the term Ethernet. (2 marks)

    (ii) Yout Company Ltd. intends to link its branches situated in a town.
    Outline **two** types of network based on geographical place they would install. (2 marks)

12. (a) (i) Describe **two** typical Internet services that could be enjoyed by a secretarial college. (3 marks)

    (ii) With aid of a diagram, outline the functional organization of a computer system. (4 marks)

    (b) Ergonomics guarantees safety of computer users. Explain **two** safety precautions that should be considered for computer furniture. (3 marks)

13. (a) (i) Differentiate between disk defragmentation and disk compression. (2 marks)

    (ii) Jane has created her documents on a networked and shared computer.
    Explain **two** measures she could use to protect them. (3 marks)

    (b) (i) Explain the term disk partitioning as used in computers. (2 marks)

    (ii) Uti training college has just purchased an antivirus. Explain **two** challenges the college is likely to experience due to emerging trends in the software. (3 marks)

14. (a) (i) Explain the term *software license* as used in software installation. (2 marks)

    (ii) Software is packaged to facilitate easy installation. Describe **two** forms in which operating systems are packaged. (4 marks)

(b) (i) State **four** technical factors that should be considered when selecting RAM.

(2 marks)

(ii) Hellen would like to replace the computer monitor on her desktop. Outline **two** types of monitors she could consider.

(2 marks)

15. (a) (i) Explain the term office automation.

(2 marks)

(ii) The government has advised learning institutions to digitize content. Explain **two** challenges likely to be faced by these institutions during this exercise.

(4 marks)

(b) (i) Outline **two** categories of DOS commands.

(2 marks)

(ii) Peter would like to setup a Bureau to offer IT services. Outline **two** typical scanning devices he could require in the Bureau.

(2 marks)

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