

2902/103A, 2903/103A, 2906/103A, 2907/103A,
2908/103A, 2909/103A, 2912/103A, 2913/103A,
2914/103A, 2918/103A, 2921/103A, 2922/103A,
2924/103A, 2925/103A, 2926/103A, 2927/103A,
2928/103A, 2929/103A, 2930/103A

**INFORMATION COMMUNICATION
TECHNOLOGY (THEORY)**

Paper 1

November 2021

Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN SALES AND MARKETING
DIPLOMA IN SUPPLY CHAIN MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN COOPERATIVE MANAGEMENT
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN ROAD TRANSPORT MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN INFORMATION SCIENCE
DIPLOMA IN ENTREPRENEURSHIP
DIPLOMA IN TOUR GUIDING MANAGEMENT
DIPLOMA IN PETROLEUM MANAGEMENT
DIPLOMA IN PROJECT MANAGEMENT
DIPLOMA IN INVESTMENT MANAGEMENT
DIPLOMA IN MARITIME TRANSPORT LOGISTICS
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN DISASTER MANAGEMENT
DIPLOMA IN PRINT JOURNALISM
DIPLOMA IN BROADCAST JOURNALISM
DIPLOMA IN DIGITAL JOURNALISM**

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY I (THEORY)

Paper 1

2 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SIX questions.

Answer any FOUR questions in the answer 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.

1.
 - (a) State **three** features that were introduced in the 3rd generation computers. (3 marks)
 - (b) Explain **two** ways in which an organization would use information communication technology to communicate to its customers. (4 marks)
 - (c) A company intends to acquire a printer for their daily use. Outline **four** criteria that they should consider during the selection of this device. (4 marks)
 - (d) Dennis has been tasked with creating a document using a presentation program. State **eight** slide layouts he could use. (4 marks)

2.
 - (a) Hong Che Company intends to control access to files in their computer systems using authentication method.
 - (i) Explain the term authentication. (2 marks)
 - (ii) Explain **two** ways the organization could implement this method. (4 marks)
 - (b) State the category of computer software that performs each of the following tasks in a computer system, giving an example in each case:
 - (i) controlling the working of peripheral devices;
 - (ii) analyzes, configures, secures, optimizes and maintain the system;
 - (iii) allows users to accomplish one or more tasks;
 - (iv) used to create, debug, maintain, or otherwise support other programs and applications. (6 marks)
 - (c) Outline **three** differences between *magnetic* and *optic* storage media as used in computer systems. (3 marks)

3.
 - (a) State six functions of the computer operating system. (3 marks)
 - (b) Explain each of the following terms as used in the Internet:
 - (i) domain;
 - (ii) hypertext link. (4 marks)
 - (c) Figure 1 shows features in a database program. Use it to answer the question that follows.

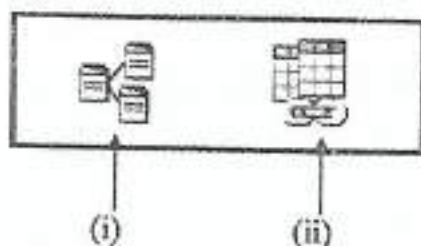


Figure 1

Explain the function of the features labelled (i) and (ii).

(4 marks)

- (d) Joan has been tasked with the design of a Local Area Network for JuanHo Company. Outline **four** types of network topologies he is likely to implement. (4 marks)
4. (a) State **six** data processing modes that may be used in computer systems. (3 marks)
- (b) Explain **one** circumstance that would necessitate the use of each of the following view features in a presentation program:
- (i) slide sorter;
- (ii) slide master. (4 marks)
- (c) James intends to use the mail merge feature to send customized letters to his clients. Explain **two** documents he should prepare to achieve this. (4 marks)
- (d) Distinguish between *Autofill* and *AutoFormat* features as used in spreadsheet applications. (4 marks)
5. (a) Outline **three** ways that may be used to format the page background of a document created using a word processing application. (3 marks)
- (b) Explain **two** reasons for using the *print preview* feature in a word processing application. (4 marks)
- (c) Figure 2 is a spreadsheet extract showing the status of goods supplied and action to be taken by a wholesaler. Use it to answer the question that follows.

	A	B	C
1	Product	Delivery Status	Action Required
2	Bananas	Delivered	
3	Apples	In-transit	
4	Oranges	Delivered	
5			

Figure 2

- Use the *If* function to write a formula in cell C3 that would display the text "No Action" if the delivery status of the Apples is delivered or, the text "Action to be taken" if delivery status is otherwise. (4 marks)
- (d) Karol opted to use templates when creating a document in a presentation program. Explain **two** advantages he would get by using this feature. (4 marks)
6. (a) Describe a personal area computer network (PAN) giving **two** examples of technologies that could be used for its connectivity. (3 marks)
- (b) Explain each of the following commands as used in presentation programs:
- (i) hide slides; (2 marks)
- (ii) delete slides. (2 marks)

- (c) Allan prepared teaching notes on the topic file access methods. Explain two methods he could have included in the notes. (4 marks)
- (d) John has been tasked with preparing a data backup plan for an organization. Explain two components that he should include in this plan. (4 marks)

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