

Name: _____ Index No: _____

2902/103B, 2903/103B

Signature: _____

2906/103B, 2908/103B

2909/103B, 2912/103B

Date: _____

2918/103B, 2921/103B

INFORMATION COMMUNICATION
TECHNOLOGY

Practical

November 2012

Time: 1 hour



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN SALES AND MARKETING

DIPLOMA IN SUPPLY CHAIN MANAGEMENT

DIPLOMA IN BUSINESS MANAGEMENT

DIPLOMA IN HUMAN RESOURCE MANAGEMENT

DIPLOMA IN ROAD TRANSPORT MANAGEMENT

DIPLOMA IN TOURISM MANAGEMENT

DIPLOMA IN TOUR GUIDING MANAGEMENT

DIPLOMA IN PETROLEUM MANAGEMENT

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY

Practical

1 hour

INSTRUCTIONS TO CANDIDATES

You have ten minutes to read the instructions and the paper before starting the examination.

Any problem with the computer should be reported to the invigilator immediately.

Direct any question(s) to the invigilator only. Conversing with fellow students may lead to disqualifications.

Write your name and your index number on the answer booklet and the rewritable CD provided.

Type your name and index number as a header on each sheet used.

This paper consists of two tasks. Perform ALL the two tasks.

Each task carries 20 marks.

Read the instructions of each task carefully.

Print on one side of the paper only.

Ensure that all your work is inserted in the answer booklet at the end of the examination.

Hand over your answer booklet and the rewritable CD to the invigilator at the end of the examination.

This paper consists of 7 printed pages.

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

TASK 1

The Customer Services Manager of Cool IT Support Services would like to send letters to their customers every week. As the department's administration assistant, you have been requested to prepare the letter.

- (a) (i) Open a word processing program and key in the following letter as it appears. Save it as *FeedbackLetter* in the **KNECEXAM** folder to print out later.

(5 marks)

Customer Service
Cool IT Support Services
P.O. Box 789 - 00100
NAIROBI
KENYA

<<Today's date>>

<<RequesterName>>

<<Address>>

<<Town>>

Dear Sir/Madam

We received a support request from you on <<date>> that required our attention. Our Information and Communication Technology staff members reviewed it and took appropriate measures to solve your problem. The current status of your request is as follows:

Request Number	Summary Description	Date Submitted	Status
<<RequestNumber>>	<<Summary>>	<<Date>>	<<Status>>

In order to serve you better, kindly confirm the status as reported by our staff.

Your faithfully,

Ken Thomas
CUSTOMER SERVICES MANAGER

- (ii) Using the details in table 1, create customized letters for each of the recipients. Use a mail merge facility and save the data source appropriately. (6 marks)

RequesterName	Address	Town	RequestNumber	Date	Summary	Status
John Mwandie	Box 87	Kitui	CIT20120101	10/01/2012	Slow network links	Resolved
Susan Paul	Box 65	Nairobi	CIT20120121	10/01/2012	Cannot view certain webs pages	Pending
Douglas King	Box 90	Naivasha	CIT20120136	15/01/2012	Could not access secure site	Pending. Our officers have requested for more information

Table 1

- (iii) Save the customized letters as *CustomerRequests* in the **KNECEXAM** folder to print out later. (1 mark)

- (b) Open a word processing program and create the following organization chart as it appears. Save the work as *Organogram.rtf* in the **KNECEXAM** folder to print out later. (8 marks)

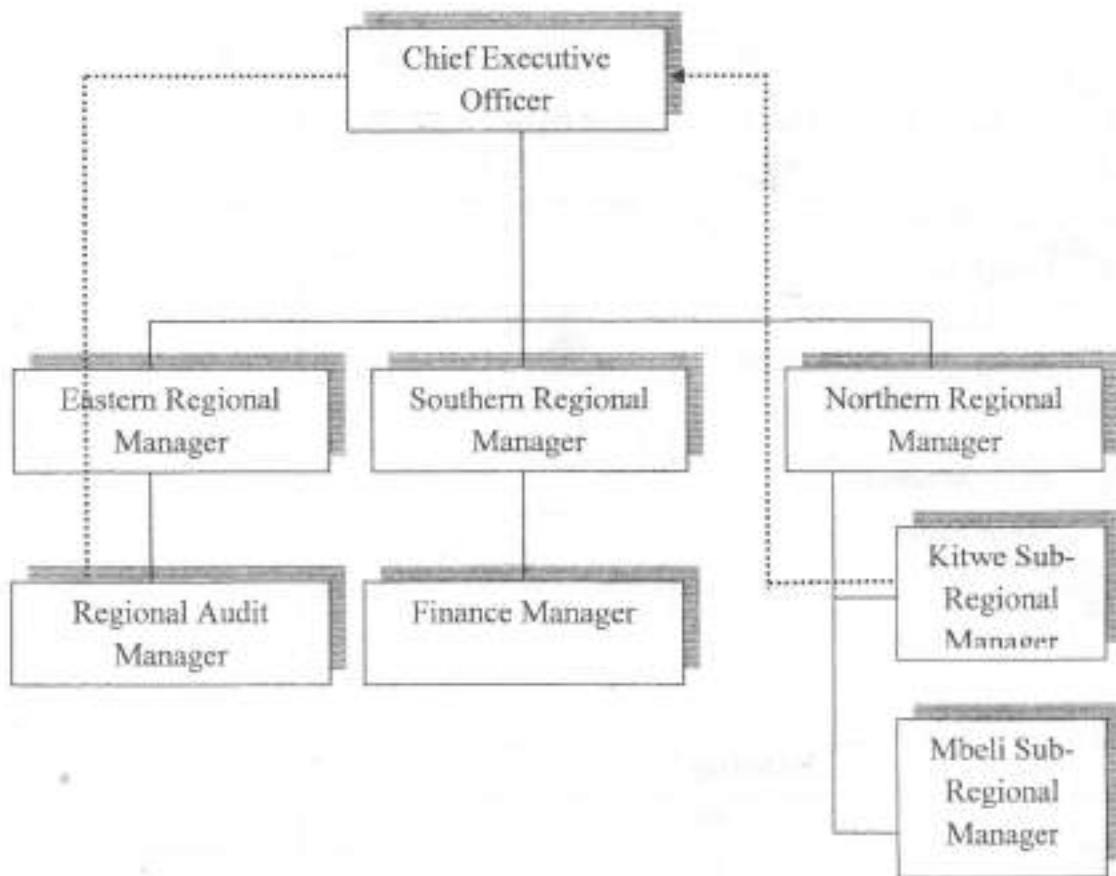


Figure 1

TASK 2

The Finance Manager of Green Gardens Ltd has requested you to prepare the worksheet in Figure 2. Use it to answer the questions that follow.

	A	B	C	D	E	F
1	Name	Grade	No of Days	Amount		
2	Jerome Ninja	2	18			
3	Salma Moije	2	15			
4	Lowell Nancy	1	24			
5	Chris Davis	1	18			
6	Grace Monic	3	18			
7						
8	Total Amount					
9	Mean number of days					
10						
	Rates					
	Grade	Rate/Day				
		1	15000			
		2	12500			
		3	10000			

Figure 2

(a) Open a spreadsheet program and key in the data as it appears. Save the workbook as *FieldTripExpenditure* in the **KNECEXAM** folder. (4 marks)

(b) (i) Insert a row above Lowell Nancy and enter the following data appropriately. (2 marks)

Pamela Moor	3	35
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(ii) Insert a row above the first row and type the title "FIELD TRIPS FINANCIAL SUMMARY" in cell A1. Merge and centre this title across cells A1: D1. (2 marks)

(c) (i) Using lookup function and cell addresses only, determine the amount for each staff. (2 marks)

(ii) Using an appropriate function and cell addresses only, determine:
I. the total amount; (1 mark)

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- II. the mean number of days. (1 mark)
- (d) Format the worksheet as follows: (2 marks)
- (i) Outside border – thick black
 - (ii) Inside border – dotted
 - (iii) Number - two decimal places
 - (iv) Cell containing the mean number of days – shade grey color
- (e) Create a 3-D bar chart in a new sheet named *Graph* showing the amount paid to each staff. Label the chart appropriately. (4 marks)
- (f) Save the changes to print out later:
- (i) the worksheet showing formulae used instead of values;
 - (ii) the chart. (2 marks)