

1. (a) (i) Outline **three** positive impact of ICT to college students in Kenya. (3 marks)

(ii) Distinguish between *control bus* and *data bus* as applied in computers. (4 marks)

(b) Explain **three** benefits of corporate social responsibility (CSR) to organizations. (6 marks)

(c) (i) Outline **three** reasons that could necessitate the use of computer networks in organizations. (3 marks)

(ii) Peter intends to install application packages on his laptop, outline **four** categories of application packages that he could install. (4 marks)

2. (a) Explain each of the following terms as used in computer devices:

(i) plug and play;

(2 marks)

(ii) device drivers.

(2 marks)

(b) Differentiate between *computer operator* and *computer technician* as applied in ICT.

(4 marks)

(c) Julia, an intern was required to identify the types of non- impact printers in her company. Explain **two** types of printers that she could identify.

(4 marks)

(d) (i) With the aid of examples in each case, explain **two** types of computer random access memory.

(4 marks)

- (ii) Jonny was required to list functions of network operating system during an ICT exam. Outline **four** functions that he could have listed. (4 marks)

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3. (a) Differentiate between *microcomputers* and *mainframe* computers. (4 marks)

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- (b) Figure 1 shows a cross section of a computer monitor cable. Use it to answer the question that follows.



(i) (ii)

Figure 1

- Outline the function of the parts labeled (i) and (ii). (4 marks)

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- (c) Ann facilitated a presentation on stress management to ICT staff in a certain organization. Explain **three** stress management strategies that she could have highlighted. (6 marks)

- (d) ICT policy should be appropriately enforced to ensure efficient utilization of ICT in an organization. Explain **three** enforcement measures that he could be used. (6 marks)

4. (a) Outline **three** disadvantages of domestic conflicts to college students. (3 mark)

- (b) Explain **three** advantages of embracing of ICT ethics in organizations. (6 marks)

(b) Figure 2 shows computer ports. Use it to answer the questions that follow.

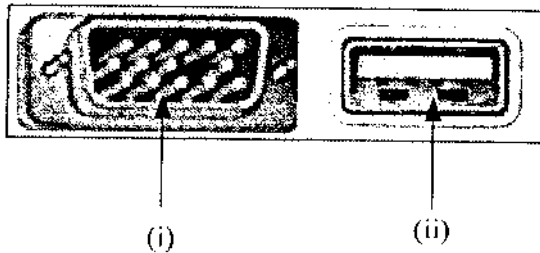


Figure 2

(i) Identify the ports labeled (i) and (ii). (2 marks)

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(ii) Explain **three** advantages of using the port labeled (ii) over (i). (6 marks)

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(c) Loise intends to disassemble a user computer in order to resolve a problem. Outline **four** precautions she needs to take before carrying out the task. (4 marks)

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(d) ABC Company Ltd. intends to secure its data. Explain **two** measures the company could implement. (4 marks)

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6. (a) (i) Outline **three** precautions that could be taken while using removable disks on computers. (3 marks)

- (ii) Differentiate between *ROM* and *EPROM* as used in computer. (4 marks)

- (b) Explain **two** benefits of computer ergonomics to an organization giving an example in each case. (4 marks)

- (c) Sally was required to identify examples of disk utility software on a computer. Outline **four** examples that she could have identified. (4 marks)

- (d) Paulina was required to initiate a social responsibility programme for her company. Outline **five** factors that she could consider other than cost. (5 marks)

7. (a) Outline **four** areas of applications of ICT in health sector. (4 marks)

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(b) The principal of a local institution has noted with concern the increased conflict among staff members.

(i) Outline **four** signs that he could have observed. (4 marks)

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(ii) Explain **two** indicators that could have been used to determine whether it was constructive conflict. (4 marks)

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(c) Steve intends to use a switch to install a computer network with four computers and one printer in his house.

(i) Draw the most probable network layout he could install. (4 marks)

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(ii) Explain **two** advantages of the network topology identified in (i). (4 marks)

8. (a) Explain each of the following terms as used in computers:

(i) thin client; (2 marks)

(ii) virtualization. (2 marks)

(b) Bernard, an intern with a certain company noted incidences of unethical behaviors among staff members. Explain **two** unethical behaviors that he could have noted. (4 marks)

(c) (i) Outline **two** opportunities that could be realized as a result of implementation of ICT hub in Kenya. (2 marks)
