

1. (a) (i) Outline **three** advantages of using materials stored on a CD ROM over the Internet. (3 marks)
  - (ii) Joseph aspires to motivate students through public speech. Describe **three** communication skills he should possess in order to achieve his objective. (6 marks)
  - (b) Mamlaka ITI received computers of varied specifications from well-wishers. The school computer technician is required to install necessary software in the computers.
    - (i) Outline **four** factors that should be considered before installation. (4 marks)  
*U.P., ~~time~~ ~~cost~~, ~~compatibility~~ ~~language~~*
    - (ii) In the process of installing software in one of the computers, the operation aborted. Explain **two** possible causes for the abortion. (4 marks)  
*Bad connection - ~~When the connection is broken~~ ~~Spelling~~ ~~the software~~ ~~is not~~ ~~being~~ ~~installs~~ ~~as~~ ~~expected~~.*
  - (c) Assuming that you have been approached by a large company as an ICT expert to assist in the procurement of software for the firm. Outline **three** factors that you should consider when selecting the software. (3 marks)
2. (a) Outline **four** main characteristics of the *fourth generation* computers. (4 marks)
  - (b) An ICT firm intends to recruit the following personnel through an advertisement. Outline **two** roles for each personnel that are likely to be included in the advert.
    - (i) computer operator;
    - (ii) software engineer; *It's the way the comp of guiding a computer*
    - (iii) network administrator. (6 marks)
  - (c) Jumbo Training Institute would like to develop an ICT policy in line with the performance contract requirement. Outline **four** issues likely to be incorporated in the policy. (4 marks)
  - (d) (i) Define the term *computer network*. (2 marks)
  - (ii) State **two** differences between an *Intranet* and the *Internet*. (4 marks)
3. (a) (i) Explain the term Information Communication Technology (ICT). (2 marks)
  - (ii) Explain **two** ways in which computers are used in education. (4 marks)
  - (b) Describe each of the following computer devices citing **one** area of application for each of them.
    - (i) digitizer;
    - (ii) bar coding. (6 marks)

- (c) Susana is experiencing fatigue and eye strain as a result of using a computer monitor for a long period. State **three** aspects of the monitor that she should consider in order to take care of her health. (4 marks)
- (d) Assuming that you have been appointed as an arbitrator, outline **four** skills that you should possess. (4 marks)

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- (a) Explain **three** ways in which students can manage various forms of stress. (6 marks)
  - (b) Outline **four** requirements of the *Data Protection Act*. (4 marks)

- (c) Figure 2 shows a network design for an organisation. Use it to answer the question that follows.

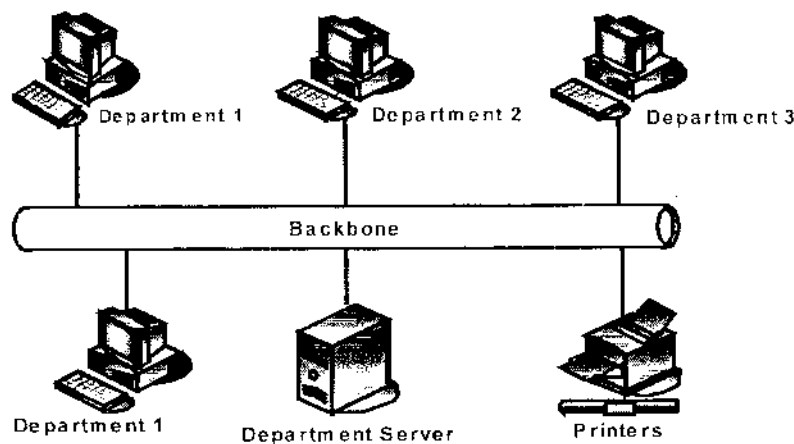


Figure 1

Explain **two** disadvantages of the topology. (4 marks)

- (d) Distinguish between *magnetic* and *optical* media devices giving an example in each case. (6 marks)

- 5.
- (a) State the contribution of each of the following scientists in the evolution of computers:
    - (i) Blaise Pascal;
    - (ii) Charles Babage. (2 marks)

- (b) A business firm with many clients intends to market their products through the Internet. Explain **two** benefits it may derive from this strategy. (4 marks)

- (c) When Peter inserted a CD in a computer the following information was displayed.

<u>Name</u>	<u>Size</u>	<u>Type</u>
autorun.inf	1KB	Setup Information
eula.rtf	61KB	Rich Text Format
Mavis Win.ico	49 KB	Icon
ReadMe.txt	32 KB	Word Document
setup.exe	348 KB	Application

- (i) Explain the purpose of each of the following files during the installation of the software on the CD
- I. autorun.inf
  - II. setup.exe (4 marks)
- (ii) Explain the function of the *eula.rtf* file with respect to software installation. (2 marks)
- (d) (i) Explain the following terms as used in computers:
- I. electronic eavesdropping;
  - II. electronic jamming. (4 marks)
- (ii) With the aid of a diagram, describe a *mesh network* topology. (4 marks)
6. (a) Jemmy Mobile Company intends to introduce a money transfer services for its clients. Outline **four** benefits that the clients will derive from this service. (4 marks)
- (b) Distinguish between *soft-copy* and *hard-copy* output. (4 marks)
- (c) Some college students exhibit lack of *self-confidence* in academics.
- (i) Explain the term *self-confidence*.
  - (ii) Outline **two** characteristics of such a student. (4 marks)
- (d) (i) Define the term *conflict*. (2 marks)
- (ii) Anne is constantly having conflicts with her siblings over how to share workload at home. Explain **three** approaches that she should employ in order to resolve these conflicts. (6 marks)
7. (a) Describe each of the following application software giving an example in each case:
- (i) presentation;
  - (ii) CAD;
  - (iii) DTP. (6 marks)

- (b) State **two** benefits that can arise when a company adopts a policy of social responsibility to each of the following:
- (i) company itself;
  - (ii) community and the general public;
  - (iii) environment. (6 marks)
- (c) (i) Explain the reason for storing firmware in ROM rather than in the hard disk. (2 marks)
- (ii) Outline **two** functions of the *control unit* in a computer system. (2 marks)
- (d) Goodhope Academy is a school whose management intends to put up an ICT centre for its learners. Outline **four** guidelines that should be considered by management when designing the centre. (4 marks)
8. (a) State **two** functions of each of the following computer devices.
- (i) output;
  - (ii) input. (4 marks)
- (b) A company intends to use the tendering method to procure general purpose software. Outline **six** steps that could be used by the tender committee to meet the objective. (6 marks)
- (c) Oldgoldie is an IT firm which purchases e-waste from learning institutions and refurbishes those which are still in good condition.
- (i) Outline **two** social responsibilities related to it's core activities that the company is likely to be engaged in.
  - (ii) State **two** challenges that this firm is likely to encounter when providing social responsibility services. (4 marks)
- (d) Susan encountered the options *Upgrade*, *Uninstall* and *Repair* when she was installing software in her computer. Explain the circumstance under which each option is applicable. (6 marks)