

**061006T4ICT**

**ICT Technician Level 6**

**IT/OS/ICT/CR/4/6**

**Perform ICT System Support**

**Nov. /Dec. 2022**



**THE KENYA NATIONAL EXAMINATIONS COUNCIL**

**WRITTEN ASSESSMENT**

**Time: 3 hours**

**INSTRUCTIONS TO CANDIDATE**

*Maximum Marks for each question are indicated in brackets ( ).*

*This paper consists of **TWO** sections: **A** and **B**.*

*Answer questions as per instructions in each section.*

*You are provided with a separate answer booklet.*

*This paper consists of **FOUR (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 (40 MARKS)**

*Answer ALL the questions in this section*

1. Define each of the following terms:
  - i) ICT infrastructure. (2 Marks)
  - ii) Computer Ergonomics. (2 Marks)
2. Outline any **FOUR** components of an ICT infrastructure. (4 Marks)
3. Describe clearly what is meant by the term Blue Screen of Death (BSoD) in ICT support and indicate any **TWO** causes of BSoD. (4 Marks)
4. Distinguish between the term *user training* and *ICT policy*. (4 Marks)
5. Suppose you encounter a problem where the clock on the computer is no longer keeping the correct time or the BIOS settings are changing when the computer is rebooted. Give **TWO** possible causes and their respective solutions. (4 Marks)
6. An ICT technician has been called to perform troubleshooting of computers. Name any **FOUR** tools the technician should have while troubleshooting. (4 Marks)
7. Explain any **TWO** ergonomics rules one should consider when deciding on the correct computer monitor placement. (4 Marks)
8. Apart from Natural Disaster, discuss any other **TWO** environmental factors that affect the ICT infrastructure. (4 Marks)
9. Differentiate between *system software* and *application software* as applied in ICT support. (4 Marks)
10. Discuss **TWO** skills that an ICT technician gain by learning ICT system support (4 Marks)

**SECTION B (40 MARKS)**

*(Answer any Three (3) questions in this section.)*

*(Every question consists of 20 marks)*

11.

- (i) Working in a computer for a prolonged period of time can lead to health issues especially if you don't monitor your working environment. Being an ICT support expert, who has gained knowledge on computer ergonomics, Discuss **FOUR** health issues that can result due to poor working environment. (8 Marks)
- (ii) It is common for ICT components to fail. Explain any **THREE** possible causes of failure. (6 Marks)
- (iii) As an ICT technician, outline on how you would perform an audit on existing ICT components and infrastructure. (5 Marks)
- (iv) Natural disaster is one of the factors affecting ICT infrastructure. Discuss this factor. (1 Mark)

12.

- a) Define the term software performance testing. (1 Mark)
- b) As an ICT system support specialist, explain the procedure of troubleshooting a computer that is not powering up. (6 Marks)
- c) An organization has procured and installed a new application software.
  - i. Outline the **FIVE** steps to consider when performing user training. (5 Marks)
  - ii. Discuss **FOUR** benefits of training the users of that application software (8 Marks)

13.

- a) Being an expert in ICT support, advise on **FIVE** types of software performance testing that can be done on a software that has just been installed in an institution. (10 Marks)
- b) Describe **FIVE** benefits of ICT policy in an organization. (10 Marks)

14.

- a) You have been asked to advise an organization about ICT safety precautions. Explain **FOUR** safety precautions measures that must be observed during troubleshooting. (8 Marks)
- b) As an ICT technician, discuss any **SIX** problems related to ICT infrastructure in an organization (*Avoid software related problems*). (12 Marks)

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