

061006T4ICT
ICT TECHNICIAN LEVEL 6
ICT/OS/IT/CR/4/6
PERFORM ICT SYSTEM SUPPORT
Mar. /Apr. 2023
Time: 3 Hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL



WRITTEN ASSESSMENT

3 Hours

INSTRUCTIONS TO CANDIDATE:

Maximum marks for each question are indicated in ().

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

*Answer **ALL** questions in section **A** and **THREE** questions from section **B** in the answer booklet provided.*

*Candidate should answer questions in **English**.*

This paper consists of 3 printed pages

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

SECTION A (40 Marks)

Answer **ALL** the questions in this section.

1. Outline **three** causes of system failure. (3 Marks)
2. Troubleshooting is a task performed during ICT System Support. Explain why it is important. (2 Marks)
3. When performing ICT System Support, auditing is one of the elements to be considered. As an expert in this area, describe **three** existing ICT Components and Infrastructure that needs to be audited. (6 Marks)
4. Safety precaution measures should be put in place when performing ICT System Support. Identify **four** such measures. (4 Marks)
5. When carrying out system support, software related problems are likely to occur. Discuss any **four** of such problems. (8 Marks)
6. An ICT Policy is used when performing ICT Support System. Explain its significance. (2 Marks)
7. User training plays an important role in System Support. Describe **two** importance of user training. (4 Marks)
8. Environmental factors should be considered when carrying out System Support. As an expert, explain any **two** of these environmental factors. (4 Marks)
9. One of the important elements to consider in performing ICT System Support is tools used to diagnose and fix problems, mention **five** examples of such tools used. (5 Marks)
10. End users play a significant role in system support. Explain **one** role of end user that may lengthen the life of an ICT system. (2 Marks)

SECTION B (60 marks)

Answer any **THREE** questions in this section.

11. (a) Tom has approached you as an expert to help solve a problem with his laptop that keeps on restarting. Explain **five** likely causes of this problem. (10 Marks)
- (b) A company intends to set up an office for the ICT staff. Discuss **five** ergonomic considerations they should make when setting up this office. (10 Marks)
12. (a) Outline **five** considerations when troubleshooting a printer. (5 Marks)
- (b) While using ICT equipment and devices, hardware related problems may be experienced. Discuss **five** hardware related problems that a company is likely to face. (10 Marks)
- (c) You have been requested resolve issues in a computer that keeps on locking its screen. Outline **five** conditions likely to have led to this problem. (5 Marks)
13. (a) Differentiate between *operating system* and *platform*. (4 Marks)
- (b) Nandy Tea Company has approached you as an expert in ICT System Support to carry out Audit on their existing ICT components and Infrastructure. Demonstrate **five** key steps that you may employ. (10 Marks)
- (c) An ICT staff is likely to experience health related issues due to their work environment. Explain **three** health issues the staff may experience. (6 Marks)
14. (a) While using her computer, Joyce noticed her computer could not display. Outline **six** possible causes that would have led to the issue. (6 Marks)
- (b) You been contracted to tailor a user training program for a company.
- (i) Explain **four** considerations to make when developing a training program. (8 Marks)
- (ii) Explain **three** approaches for training the end users. (6 marks)

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