DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY

University Examinations 2015/2016

FIRST YEAR SUPPLEMENTARY/SPECIAL EXAMINATION FOR THE DEGREE OF BACHELOR OF SCINECE IN ACTUARIAL SCIENCE
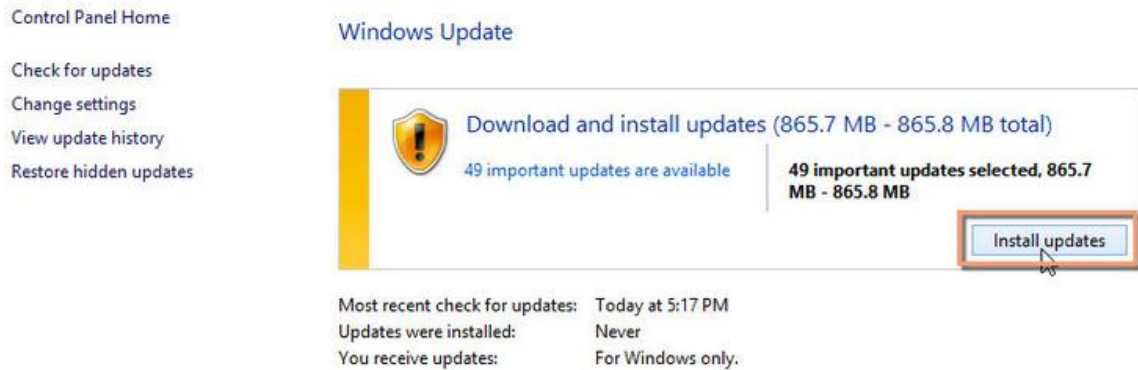
ICS 2107: Introduction to Information Technology

DATE: 30TH SEPTEMBER 2015　　　　　　　　**TIME: 11.00AM-1.00PM**

Instructions: Answer Question 1 and Any Other Two.

Question 1: (30 Marks)

(a)　　In what **major** ways does a tablet computer differ from other types of computers (give examples)?

(4 marks)

(b)　　Distinguish between the following:
　　　　i.　　　DVD and CD
　　　　ii.　　 System software and Application software
　　　　iii.　　Primary storage and Secondary storage

(6 marks)

(c)　　Briefly discuss THREE **main** benefits of uses of computers in business

(3 marks)

(d)　　In computing, what is meant by the term 'the *cloud*'? Give examples of TWO services that use the cloud.

(4 marks)

(e)　　Why is an operating system considered to be the most important software that runs on a computer (give examples of major operating systems)?

(3 marks)

(f)　　i.　　　What kind of harm may computer viruses present to your computer?

(3 marks)

　　　　ii.　　What steps should you take if you figure out a computer is infected?

(2 marks)

(g)　　Refer to the diagram. What are the main reasons why it is important to update your operating system?

Windows Update

Control Panel Home

Check for updates
Change settings
View update history
Restore hidden updates

Download and install updates (865.7 MB - 865.8 MB total)
49 important updates are available | 49 important updates selected, 865.7 MB - 865.8 MB

Install updates

Most recent check for updates: Today at 5:17 PM
Updates were installed: Never
You receive updates: For Windows only.

(2 marks)

(f)   Discuss THREE **major** approaches to installing software on a computer

(3 marks)

Question 2: (20 Marks)

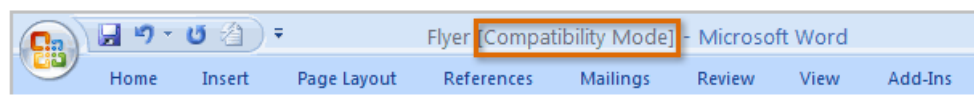(a)   Write down the equivalent keyboard short-cuts for the following commands:
    i.   Copy
    ii.   Paste

(2 marks)

(b)   Compare and contrast use of the *Save* and *Save As* button in Microsoft Word.

(4 marks)

(c)   The document *Flyer* (shown below) is saved in Compatibility mode. Explain why documents may be saved as such and any disadvantage that may arise.
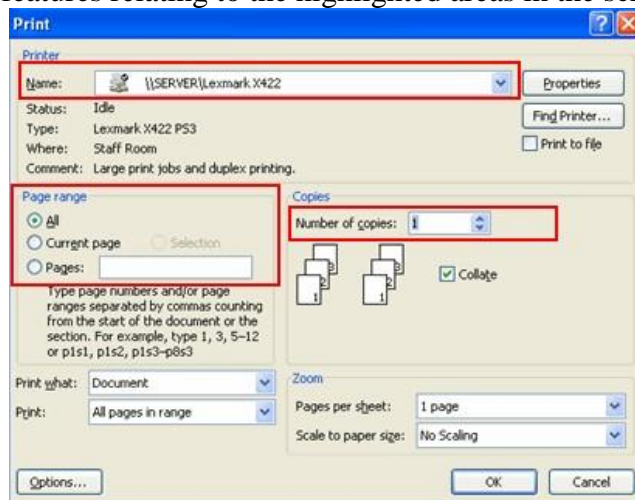

(4 marks)

(d)   Explain the use of the Mail Merge feature in Microsoft Word

(4 marks)

(e)   Discuss the features relating to the highlighted areas in the screenshot below:

Question 3: (20 Marks)

(a) With billions of webpages on the World Wide Web, one can you find exactly what they are looking for by using a search engine.
   i. What is a search engine? Give at least TWO examples.

(2 marks)

   ii. Using suitable examples, discuss how one can improve their searches using the following:
   - Search phrases
   - Exclude words
   - Using the keyword OR

(6 marks)

(b) Distinguish between the following and give examples in each case:
   i. LAN and WAN
   ii. Web browser and Web server

(6 marks)

(c) The Internet is a multi-faceted tool with vast range of uses. Discuss THREE major forms of communication popular with the Internet

(6 marks)

Question 4: (20 Marks)

(a) Distinguish (using suitable examples) between sorting and filtering in spreadsheet applications such as Ms. Excel

(4 marks)

(b) Consider the worksheet below. Input the appropriate formula to complete the summary section i.e. B4, B5, B6, B7, B8 (Mark is graded as fail if less than 50):

(10 marks)

	A	B	C	D	E	F	G
1		Math	Eng	Kisw	Science	Arts	Music
2		65	71	53	79	47	56
3	SUMMARY						
4	Total						
5	Mean						
6	Highest score						
7	Lowest score						
8	Pass/Fail						

(d) Discuss any SIX tasks that a spreadsheet program is helpful in performing

(6 marks)

Question 5: (20 Marks)

(a) Tom Baku, college student studying a business course, is considering purchasing laptop to assist him in his studies.
   i. Discuss FIVE **major** factors he ought to consider before buying.

(10 marks)

   ii. Discuss at least FIVE computer safety practices Tom should consider to enable him use his computer productively.

(4 marks)

(b)   There are basic troubleshooting techniques you can use to fix issues that arise while using a computer system. Suggest solutions to the following issues:
      i.   Power button will not start computer
      ii.   An application is running slowly
      iii.   The computer is frozen

(6 marks)