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University Examinations 2013/2014

STAGE 3, EXAMINATION FOR DIPLOMA IN INFORMATION TECHNOLOGY

DIT 0301: PRINCIPLES OF COMPUTER SUPPORT AND MAINTENANCE

DATE: APRIL 2014

TIME: 1½ HOURS

INSTRUCTIONS: *Answer questions **one** and any other **two** questions*

QUESTION ONE - (30 MARKS)

- a) Compare and contrast desktop and laptop motherboards. (6 marks)
- b) Write the following acronyms in full. (6 marks)
 - i. PATA
 - ii. SCSI
 - iii. SATA
- c) How are the following specialized testing devices used? (8marks)
 - i. Multimeter
 - ii. Power supply tester
 - iii. Cable tester
 - iv. Loopback plug
- d) What are the five main factors you would consider before buying an SSD? (5 marks)
- e) List five steps of motherboard installation. (5 marks)

QUESTION TWO– (15 MARKS)

- a) Differentiate between multiuser and multiprocessing operating systems. (2 marks)
- b) List three steps of installation of wireless Network Interface Card. (3 marks)

c) Name five benefits of preventive maintenance. (5 marks)

d) Highlight five kinds of information recorded by the Event viewer. (5 marks)

QUESTIONTHREE (15 MARKS)

a) List steps for the installation of motherboard power cables. (4 marks)

b) Compare 32-bit operating system with 64-bit operating system. (8 marks)

c) Name three common printer to computer interfaces. (3 marks)

QUESTION FOUR – (15 MARKS)

a) Highlight five steps for the installation of data cables. (5 marks)

b) List four main roles of the operating system. (4 marks)

c) Name six considerations when selecting a printer. (6 marks)