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**University Examinations 2014/2015**

STAGE 1EXAMINATION FOR CERTIFICATE IN INFORMATION TECHNOLOGY

**CIT 1105: COMPUTER SUPPORT AND MAINTENANCE**

**DATE: APRIL 2015 TIME: 11/2 HOURS**

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

**QUESTION ONE (30 MARKS)**

1. Define the following terms as used in computers
2. Hardware (2 Marks)
3. Software (2 Marks)
4. Operating system (2 Marks)
5. VGA (2 Marks)
6. Discuss five factors one should consider before purchasing a computer (5 Marks)
7. State three advantages of partitioning a computer hard drive (hard disk) (3 Marks)
8. List three causes of computer breakdown in a computer lab (3 Marks)
9. Discuss five factors one should consider before purchasing a software (5 Marks)
10. State two signs that a computer has a virus (2 Marks)
11. List four categories of a computer hardware (2 Marks)
12. Differentiate between a surge protector and the UPS (2 Marks)

**QUESTION TWO (15 MARKS)**

1. Discuss how the following computer problems contributes to slow computer performance and how to overcome them:
2. Insufficient RAM (3 Marks)
3. Malware (3 Marks)
4. Hard disk fragmentation (3 Marks)
5. Differentiate between computer onboard devices and peripheral devices. Give an example of each (3 Marks)
6. Define the following terms:
7. System software (1 Mark)
8. Utility software (1 Mark)
9. Application software (1 Mark)

**QUESTION THREE (15 MARKS)**

1. Discuss some of preventive measures that are meant to maintain computer hardware

(9 Marks)

1. State any three reasons that can lead to failure of the operating system (3 Marks)
2. Explain the following terms:
3. Trouble shooting
4. Installation of an operating system
5. Disk partitioning (3 Marks)

**QUESTION FOUR (15 MARKS)**

1. List three types of error messages that appear on the screen when your computer has malfunctioned (3 Marks)
2. Discuss five ways one can do to fix software problems (10 Marks)
3. List two hardware basic repair (2 Marks)

**QUESTION FIVE (15 MARKS)**

1. Discuss how a computer works (5 Marks)
2. State two possible dangers of shutting down a computer improperly (2 Marks)
3. Outline the steps one will follow to install an operating system i.e Windows 7 (8 Marks)