

2901/304A

**INFORMATION COMMUNICATION
TECHNOLOGY III (Theory)**

July 2017

Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN SECRETARIAL STUDIES

MODULE III

INFORMATION COMMUNICATION TECHNOLOGY III (Theory)

2 hours

INSTRUCTIONS TO THE CANDIDATES

*This paper consists of **SIX** questions.*

*Answer **FOUR** of the following **SIX** questions in the answer booklet provided.*

Candidates should answer the questions in English.

This paper consists of 4 printed pages.

- (a) Explain the term resource as applied in project management. (2 marks)
- (b) Differentiate between a hub and a switch as applied in data transmission. (4 marks)
it connect computer in network allow transmission in both direction at once
- (c) Explain **two** benefits of installing intranet in an organization. (4 marks)
- (d) Maureen would like to automate their company offices. Outline **five** examples of office automation software that she could apply. (5 marks)
CDs

- (a) Vic intends to use Gantt chart to manage a project. Outline **three** advantages of Gantt chart that could have influenced her decision. (3 marks)
- (b) Figure 1 shows a typical toolbar in a presentation program. Explain the function of each of the tools labeled (i) and (ii). (4 marks)

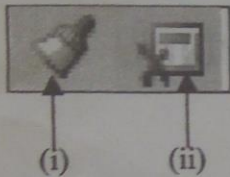
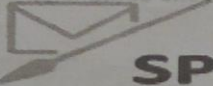



Figure 1

- (c) Mathew is required to create an email distribution list for his company. Outline **four** requirements that he should consider to realize his goal. (4 marks)
- (d) Joel was required to make a presentation in a meeting. Explain **two** methods that he could use to launch the presentation program. (4 marks)
- (a) (i) List **two** types of slide orientations in presentation programs. (1 mark)
- (ii) Outline **two** problems that are likely to be realized while using macros in presentation programs. (2 marks)
- (b) A work breakdown structure is a key project deliverable that organizes a team's work into manageable sections. Outline **four** guidelines that should be followed when using this tool. (4 marks)
- (c) Outline **two** methods that could be used to adjust font size in presentation programs. (2 marks)
- (d) With the aid of sketches, describe the following types of paragraph alignments in a presentation document:
- (i) center; (3 marks)
- (ii) justify. (3 marks)

- (a) Outline **four** types of reports that could be used in project management. (4 marks)
- (b) Explain each of the following types of project risks: (2 marks)
- (i) schedule;
 - (ii) performance. (2 marks)
- (c) Distinguish between *flexible* and *inflexible* constraints as used in project management. (4 marks)
- (d) Coaxial copper cables are one of the oldest data transmission medium still in use. Outline **three** advantages of the medium that could be influencing this trend. (3 marks)
- (a) Explain each of the following terms as used in project scheduling: (2 marks)
- (i) lead time;
 - (ii) lag time. (2 marks)
- (b) Rose intends to create folders for her presentation documents. Explain **two** ways that she could use the folders. (4 marks)
- (c) Figure 2 shows part of a presentation. Use it to answer the questions that follow.



SPEAR PHISHING



Spear phishing is an email that appears to be from an individual or business that you know. But it isn't. It's from the same criminal hackers who want your credit card and bank account numbers, passwords, and the financial information on your PC

Remember:

- Don't give up too much personal information online, because you never know who **might** use it against you.

Be Smart

If a "friend" emails and asks for a password or other information, call or email (in a separate email) that friend to verify that they were really who contacted you. The same goes for banks and businesses. First of all, legitimate businesses won't email you asking for passwords

Figure 2

- (i) Identify **six** formatting features used in the slide, other than the word art. (3 marks)
- (ii) Outline the procedure that could have been used to create word art in Figure 2. (4 marks)

(a) Outline **two** strengths of a file server network model. (2 marks)

(b) Figure 3 shows tools used in project management programs. Outline the function of each of the tools labelled (i) and (ii). (2 marks)

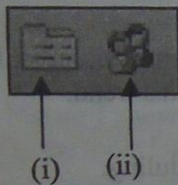


Figure 3

(c) Explain **two** circumstances under which a project manager could consider rescheduling a project. (4 marks)

(d) (i) Outline **three** methods of inserting a table in a presentation document. (3 marks)

(ii) Maggie was required to use format shape dialog box to format a presentation document. Explain **two** line colour options that she could use. (4 marks)

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