THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE I

INTRODUCTION TO INFORMATION COMMUNICATION TECHNOLOGY AND ETHICS

3 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of EIGHT questions.
Answer FIVE questions in the answer booklet provided.
Candidates should answer the questions in English.

This paper consists of 4 printed pages.

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

Turn over

1. (a) Outline **two** input devices used to key in data in a computer. (2 marks)

   (b) Explain **three** positive impact of ICT in the society. (6 marks)

   (c) Outline **three** differences between *buying* and *outsourcing* methods of software acquisition. (6 marks)

   (d) Afya Hospital has networked computers in all its operational departments. Explain **three** benefits the hospital could accrue from this. (6 marks)

2. (a) Outline **two** disadvantages of a wireless mouse as a computer input device. (2 marks)

   (b) Explain **three** uses of computers in the banking industry. (6 marks)

   (c) A lecturer taught students time management during an ICT lesson. Explain **three** ways of managing time that could have been mentioned. (6 marks)

   (d) Viktech Ltd has been undertaking unsuccessful social responsibility programmes. Explain **three** causes of this. (6 marks)

3. (a) Outline **four** disadvantages of a *star network topology*. (4 marks)

   (b) Describe each of the following utility programs: (4 marks)

   (i) compressor;

   (ii) defragmenter.

   (c) Daptech Ltd uses *preventive approach* to manage employee conflicts. Explain **three** benefits of this approach. (6 marks)

   (d) Elimu Technical Institute recruited a system analyst. Explain **three** roles the new personnel would be expected to take up. (6 marks)

4. (a) Describe each of the following as used in Information Communication Technology and Ethics: (4 marks)

   (i) software piracy;

   (ii) unauthorised access.

   (b) Alisia Company Limited has developed an ICT policy. Explain **three** items that could have been included. (6 marks)

   (c) Explain **three** circumstances that could make a computer user prefer a plotter over a printer. (6 marks)

   (d) Distinguish between *DVD* and *CD* as computer secondary storage devices. (4 marks)

5. (a) (i) Explain each of the following terms as used in conflict management:

   (I) avoid;

   (II) compromise. (4 marks)

   (ii) Distinguish between *interpersonal* and *intrapersonal* conflicts. (4 marks)

   (b) Explain **one** importance of *stress management skills* to a college student. (2 marks)

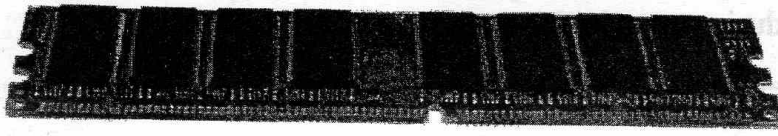(c)   Figure 1 shows a computer component. Use it to answer the questions that follow:

Figure 1

(i)   Identify the component;   (1 mark)

(ii)   Outline **three** functions of the component.   (3 marks)

(d)   A computer laboratory for Jitegemee Institute was modified to include footrests. Explain **three** benefits of this modification.   (6 marks)

6. (a)   Outline **four** features of a supercomputer.   (4 marks)

    (b)   Ziada Ltd's management has acquired computers for their processes. Explain **two** benefits the company could accrue from this.   (4 marks)

    (c)   Maxtech Electronics uses cloud computing technology. Explain **three** advantages of this technology to the company.   (6 marks)

    (d)   Jane, a manager at an ICT firm, has good people skills. Explain **three** such skills.
                                                                    (6 marks)

7. (a)   Outline **four** measures that could be put in place to control unethical behaviour in an organisation.   (4 marks)

    (b)   Explain **three** circumstances that could make a computer user prefer a non impact printer.   (6 marks)

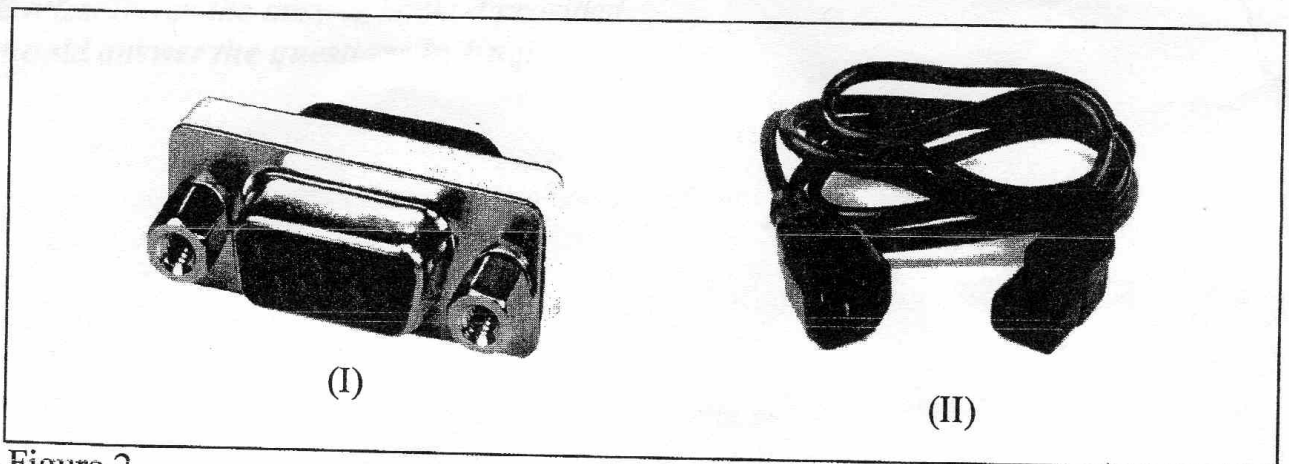   (c)   Figure 2 shows two computer hardware devices. Use it to answer the questions that follow:

Figure 2

(i)   Identify each of the devices.   (2 marks)

(ii)   Explain the purpose of each of the devices.   (4 marks)

    (d)   Kantech Company carried out a social responsibility activity in their neighbourhood. Explain **two** importance of this activity to the company.   (4 marks)

8. (a) Outline **four** advantages of a flash disk as a computer storage device. (4 marks)

(b) A company intends to acquire new computer hardware. Explain **three** factors that should be considered during acquisition. (6 marks)

(c) Outline **two** differences between a *bridge* and a *router* as used in computers networking. (4 marks)

(d) Ann, a secretary at Masomo Technical Institute, has been experiencing wrist pains due to prolonged use of the computer. Explain **three** precautions that she could take to minimise the pain. (6 marks)

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