



CAMS LEVEL I

FUNDAMENTAL ICT SKILLS

TUESDAY: 24 November 2020.

Time Allowed: 3 hours.

Answer any FIVE questions.

ALL questions carry equal marks.

QUESTION ONE

- (a) Contrast between “proprietary operating system software” and “open source operating system software” using the following criteria:
- (i) Security. (2 marks)
 - (ii) Application platform. (2 marks)
- (b) Highlight four major roles of data communication software. (4 marks)
- (c) State four functions of a mouse. (4 marks)
- (d) List the four factors that an instant messaging system must address in order to fulfil its business objective. (4 marks)
- (e) Highlight four uses of Information Communication Technology (ICT) in the health sector. (4 marks)

(Total: 20 marks)

QUESTION TWO

- (a) State two commonly adopted e-commerce business model in the business environment today. (2 marks)
- (b) Explain three major file types that are supported by a file management system. (6 marks)
- (c) State four objectives of using wireless media in a network environment. (4 marks)
- (d) Highlight four properties found in a spreadsheet software for formatting chart objects. (4 marks)
- (e) State four computer hardware performance metrics. (4 marks)

(Total: 20 marks)

QUESTION THREE

- (a) The use of internet and internet related services has created concern over data privacy issues:

Required:

- (i) Explain the term “data privacy”. (2 marks)
 - (ii) Suggest two computer technologies that threaten the privacy stated in (a) (i) above. (2 marks)
 - (iii) Recommend two measures that could be used to protect data privacy (2 marks)
- (b) Citing two examples, explain the term “groupware”. (2 marks)
- (c) Examine four major challenges faced by business from the use of management information systems. (8 marks)
- (d) Describe four tools needed to guarantee health safety of computer users involved in intensive typing. (4 marks)

(Total: 20 marks)

QUESTION FOUR

- (a) Explain the following information communication technology (ICT) terms:
- (i) Clipboard. (2 marks)
 - (ii) Gigabyte. (2 marks)
 - (iii) Netizen. (2 marks)
- (b) Distinguish between “multitasking” and “multiprogramming”. (4 marks)
- (c) Outline six common causes of data loss in a computer environment. (6 marks)
- (d) Give two examples of transaction processing systems (TPS) and two examples of Management Information Systems (MIS). (4 marks)
- (Total: 20 marks)**

QUESTION FIVE

- (a) Explain using an example, the term “commercial off-the-shelf (COTS)” software. (2 marks)
- (b) Identify six technologies which make fifth generation of computers different from the fourth generation computers. (6 marks)
- (c) Highlight three factors that you would consider when selecting an input device. (3 marks)
- (d) Contrast between a website and a web portal using the following criteria; features, interaction and management. (6 marks)
- (e) Describe three desktop computer operating systems from different software vendors. (3 marks)
- (Total: 20 marks)**

QUESTION SIX

- (a) List five examples of computer file extensions citing the software which created the file. (5 marks)
- (b) Distinguish between “cold booting” and “warm booting”. (4 marks)
- (c) Explain the following social media terms:
- (i) Hootsuite. (1 mark)
 - (ii) Snapchat. (1 mark)
- (d) State four reasons why a commercial organisation should always use legally obtained and licensed software. (4 marks)
- (e) The reason behind explosion in email, instant messages, wireless computing, wireless internet and cell-phone is that businesses and managers derive extraordinary business value from participating in communication network.

Required:

- Evaluate five business value impacts of the telecommunication revolution. (5 marks)
- (Total: 20 marks)**

QUESTION SEVEN

- (a) Entering data through keyboards has been a major source of errors in computer inputs. Therefore, systems should be designed to use technologies which reduce or eliminate the possibility of input errors.

Required:

- Describe three keyless data input devices. (6 marks)
- (b) Explain three types of user interface that could be used to interact with an information system. (6 marks)
- (c) Describe four factors that an organisation should consider when selecting a file organisation method. (8 marks)
- (Total: 20 marks)**