



**CICT PART I SECTION 2**

**COMPUTER SUPPORT AND MAINTENANCE**

**WEDNESDAY: 29 November 2017.**

**Time Allowed: 3 hours.**

**Answer ALL questions. Marks allocated to each question are shown at the end of the question.**

**QUESTION ONE**

- (a) Highlight six forms of computer power supply protection. (6 marks)
- (b) Describe how different parts of a computer motherboard are connected together. (10 marks)
- (c) Distinguish between a “micro controller” and a “microprocessor”. (4 marks)
- (Total: 20 marks)**

**QUESTION TWO**

- (a) Discuss eight ways of distinguishing between computer “hardware problems” and “software problems”. (8 marks)
- (b) Summarise four features of computer motherboards. (4 marks)
- (c) Describe the following computer display technology terms:
- (i) Screen resolution. (2 marks)
- (ii) Cathode ray-tube (CRT) monitors. (2 marks)
- (d) Highlight four consequences of computer security violations. (4 marks)
- (Total: 20 marks)**

**QUESTION THREE**

- (a) Analyse three types of random access memory (RAM). (3 marks)
- (b) Examine three reasons for installing new computer hardware components. (3 marks)
- (c) As a computer maintenance technician, highlight seven criteria that you could use in selecting computer software. (7 marks)
- (d) Suggest seven ways of reducing risks resulting in body injury of computer users as a result of awkward body posture. (7 marks)
- (Total: 20 marks)**

**QUESTION FOUR**

- (a) An internet hard drive is a service on the web that provides storage to computer users.
- Required:**  
Identify five other uses of an internet hard drive. (5 marks)
- (b) Describe the following types of read only memory (ROM):
- (i) PROM. (2 marks)
- (ii) EPROM. (2 marks)
- (iii) EEPROM. (2 marks)
- (iv) Flash memory. (2 marks)
- (c) (i) Explain two options which are supported by check disk tool of windows operating system. (2 marks)
- (ii) Outline five tasks that could be performed using remote shutdown tool of the Windows operating system. (5 marks)
- (Total: 20 marks)**

**QUESTION FIVE**

- (a) (i) Explain the term “electronic waste”. (2 marks)
- (ii) Outline four examples of electronic waste. (4 marks)
- (b) Highlight seven skills required by a computer help desk technician. (7 marks)
- (c) One of the computers in the laboratory is running for a long time without a boot or a reboot. You have been requested to offer assistance.

**Required:**

Suggest seven possible reasons why a computer might take long to reboot.

(7 marks)

**(Total: 20 marks)**

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