



**DICT LEVEL I**

**INTRODUCTION TO COMPUTING**

**MONDAY: 23 November 2020.**

**Time Allowed: 3 hours.**

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

**QUESTION ONE**

- (a) Distinguish between “Data” and “Information” using a suitable example in each case. (4 marks)
- (b) As the most common input device, the keyboard provides different types of keys and options to accomplish input task.  
With reference to the above statement, describe three such key groups found within a keyboard. (6 marks)
- (c) Explain two roles of the operating system in computing. (4 marks)
- (d) Analyse three evident changes in computers and computing as a result of moving from one generation to the next. (6 marks)
- (Total: 20 marks)**

**QUESTION TWO**

- (a) Describe each of the following computer malware:
- (i) Adware. (2 marks)
  - (ii) Root Kit. (2 marks)
  - (iii) Bots. (2 marks)
- (b) ABZ Company uses the serial file access and organisation at its data center.  
Explain three limitations of this kind of file access and organisation. (6 marks)
- (c) Evaluate four ways in which point of sale system has improved customer service in supermarkets. (8 marks)
- (Total: 20 marks)**

**QUESTION THREE**

- (a) The value of software suites to the computer users could be experienced through Microsoft products.  
**Required:**
- (i) Explain the term “software suites”. (2 marks)
  - (ii) Summarise two benefits that a computer user derives from software suites. (4 marks)
- (b) An organisation’s information system is made up of multiple interrelated components that work together for the success of the operational expectations.  
Analyse four such components highlighting the value of each in the setup. (8 marks)
- (c) In the context of data processing, propose three data capture methods. (6 marks)
- (Total: 20 marks)**

**QUESTION FOUR**

- (a) Describe the purposes of each of the following storage media:
- (i) Random access memory (RAM). (2 marks)
  - (ii) Read only memory (ROM). (2 marks)
  - (iii) Cloud storage. (2 marks)
- (b) Most of the Micro, Small and Medium Enterprises (MSMEs) and Small and Medium Enterprises (SMEs) face a series of barriers that they need to overcome before moving into the digital economy.
- With reference to the above statement, analyse three such barriers. (6 marks)
- (c) Using a payroll system as an example, explain the stages in data processing. (8 marks)
- (Total: 20 marks)**

**QUESTION FIVE**

- (a) Outline four components that make up the data hierarchy in an organisation. (4 marks)
- (b) Enumerate four types of computer user interfaces. (4 marks)
- (c) Use of technology and related current working trends could lead to multiple information security breach and exposure.
- With reference to the above statement, analyse how three such working trends and related use of technology could pose information security threat. (6 marks)
- (d) Citing three levels of management, examine the need of information systems in each level in an organisation. (6 marks)
- (Total: 20 marks)**
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