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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF SCHOOL OF PURE AND APPLIED SCIENCES**

**FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY**

**COURSE CODE: CIT 008**

**COURSE TITLE: COMPUTER MAINTENANCE AND SUPPORT**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 16/08/2021 TIME: 09.00-11.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FOUR (4) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining THREE (3) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Explain **two** negative effects of electronic waste. (4 Marks)
2. Outline **four** safety aspects that should be considered when selecting a power supply unit. (4 Marks)
3. Explain **two** limitations of serial ports as used in computers. (4 Marks)
4. Harry was required to repair a client’s monitor. Describe **two** tools that he could use. (4 Marks)
5. Define the following terms; (2 Marks)
6. Computer
7. Data
8. Information
9. graphics
10. Explain **two** categories of storage devices. (4 Marks)
11. Distinguish between a disk compressor and disk defragmenter utilities as used in computers. (4 Marks)

**QUESTION 2**

1. IT support Professionals is required in every organization.
2. Outline **two** skills that should be exhibited by these professionals. (2 Marks)
3. Outline **four** typical routines procedures that could be assigned to these professionals. (4 Marks)
4. Mohamed noted that some of his documents in his computer were encrypted and he was forced to pay a certain fee through Internet to decrypt his files.
5. Identify this type of attack. (1 Mark)
6. Outline **four** possible causes for the attack identified in (i). (4 Marks)
7. Amani was required to replace a faulty RAM chip in a computer. Outline **four** precautions that she could observe in order to accomplish the task. (4 Marks)
8. List **four** types of application software used in computers. (4 Marks)

**QUESTION 3**

1. Explain any **four** computer components you have learned. (4 Marks)
2. State the meaning of computer maintenance. (1 Mark)
3. Discuss four types of computer maintenances. (8 Marks)
4. Define the term Bus as used in computers. (1 Marks)
5. Explain circumstances under which an organization could consider disposing computers. (6Marks)

**QUESTION 4**

1. Explain two components of the CPU. (4 Marks)
2. List three characteristics of a computer memory. (3 Marks)
3. Distinguish between RAM and ROM. (4 Marks)
4. State four functions of a PC BIOS. (4 Marks)
5. Outline **five** factors that should be considered selecting a troubleshooting technique. (5 Marks)