KIBABII UNIVERSITY COLLEGE

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UNIVERSITY REGULAR EXAMINATIONS

2012 /2013 ACADEMIC YEAR

FOR THE CERTIFICATE

IN INFORMATION TECHNOLOGY

(MAIN EXAMINATION)

COURSE CODE: ITC 010

COURSE TITLE: INFORMATION TECHNOLOGY ESSENTIALS

DATE:23rd August 2013   TIME: 9.00am - Noon
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INSTRUCTIONS TO CANDIDATES

- Answer QUESTION ONE AND TWO (Compulsory) and any other three.
- Question ONE carries 32 Marks and the rest 13 marks each.

QUESTION 1(16 marks)

a) Define the following terms;

   i.   ICT
   ii. PC
   iii. Computer Security
   iv. Hardware
   v.   Software
   vi. Communication
   vii. Diagnostic software
   viii. System software

QUESTION 2   (18mks)

2 a) Differentiate Application software from System software giving examples in each case
(2 ½ **mks**)

 b) An Operating System has the following characteristics

   i.   Real time

   ii. MultiUser

   iii. Time Shairing

   Briefly describe giving an example in each case   (2 ½ **mks**)

c) Define Computer security and describe the various security measures on a computer system.
(4mks)

d) Briefly describe various windows build in troubleshooting toolkit   (5mks)

QUESTION 3 (13 MARKS)

   a) Define Listening   (3**mks**)
   b) Briefly describe basic skills of a manager and forms of communication   (1**mks**)
   c) Differentiate a Notebook computer from a palm top computer   (6**mks**)
   d) Briefly describe strategies of effective communication and types of communication
(3**mks**)

QUESTION 4 (13 MARKS)

   a) Briefly describe the components of a computer system.   (6**mks**)
   b) Briefly describe the usage of ICT in daily life.   (6**mks**)
   c) Define communication and describe types of communication in organization   (1**mks**)

QUESTION 5 (13 MARKS)

    a) Briefly describe the following characteristics of the operating system
        i.   Time Sharing
       ii.   Real time
      iii.   MultiUser   **(5mks)**

    b) List and describe three types of software giving an example in each case.   **(4mks)**
    c) Briefly describe the wireless technologies.   **(4mks)**

QUESTION 6 (13 MARKS)

a) List and describe types of communication in an organization   (3**mks**)

b) Briefly describe the following portable devices

    i.   Notebook computer

   ii.   Embedded computer

  iii.   Laptop computer   (4**mks**)

C)List and describe the benefits of ICT

d)Define PC trouble shooting

e)Describe measures to be taken in solving hardware and software problems on the PC   (6**mks**)