UNIVERSITY REGULAR EXAMINATIONS

2013 /2014 ACADEMIC YEAR

1ST YEAR 1ST SEMESTER EXAMINATIONS

(MAIN EXAMINATION)

FOR THE CERTIFICATE IN INFORMATION TECHNOLOGY

COURSE CODE: ITC O14

COURSE TITLE: COMPUTER SYTSTEMS MAINTENANCE

DATE: 15TH MAY ,2014   **TIME:** 9:00A.M. – 11:00A.M.

_____

INSTRUCTIONS TO CANDIDATES:

Attempt question **ONE (1)** and **ANY TWO (2)** other questions from section B.

SECTION A (Answer all question in this section)

QUESTION 1(16 marks)

a) Define the following terms;

    i.   Data
    ii.   Data Protection
    iii. Virus
    iv. Diagnostic Software
    v.   computer
    vi. Antivirus
    vii. Hardware conflict
    viii. Trouble shooting   (18**mks)**

2 a) Briefly describe a device driver giving an example   (2 **mks)**

 b) Briefly describe the inbuilt diagnostic software in windows operating system   **(5 mks)**

c) Describe measures to ensure data protection   (3**mks)**

   SECTION B(Answer any three questions)

QUESTION 1 (13 MARKS)

    i.   Differentiate POSTt Visual error codes from POST Audio error codes   (3**mks)**

    ii.   Define Hardware conflicts and briefly describe methods of provision of computer system
        security   (6**mks)**
    iii. List the antivirus programs on the market today   **(4mks)**

    QUESTION 2 (13 MARKS)

    i.   Distinguish BIOS from CMOS   **(6mks)**
    ii.   Describe the General purpose diagnostic programs   **(6mks)**
    iii. Describe measures to overcome hardware conflicts   **(1mks)**

QUESTION 3 (13 MARKS)

    a)   Briefly describe risks posed by viruses

                                            (5mks)
    b)   Describe sources of viruses.   (4**mks)**

c) Briefly describe measures of detection and removal of viruses   (4**mks)**

QUESTION 4 (13 MARKS)

a) Briefly describe how to carry out system cleaning on the computer system   (3**mks)**

b) Describe measures to ensure data protection   (4**mks)**

C) Briefly explain methods of provision of computer system security   (6mks)

QUESTION 5 (13 MARKS)

a. Define Hardware conflicts and briefly describe methods of provision of computer system security   (4mks)

b. Briefly describe measures of detection and removal of viruses   (6mks)

c. Briefly describe risks posed by viruses   (3mks)