



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 – Meru-Kenya

Tel: +254(0) 799 529 958, +254(0) 799 529 959, + 254 (0) 712 524 293,

Website: info@must.ac.ke Email: info@must.ac.ke

University Examinations 2023/2024

EXAMINATION FOR THE DIPLOMA IN INFORMATION COMMUNICATION AND TECHNOLOGY

CIT 2214: PERFORM COMPUTER ASSEMBLY AND MAINTAINANCE

DATE: APRIL 2024

TIME: 3 HOURS

INSTRUCTIONS

1. This assessment requires you to demonstrate competence against unit of competency: PERFORM COMPUTER ASSEMBLY AND MAINTAINANCE
 2. You have Three hours to answer all the questions.
 3. Marks for each question are indicated in the brackets.
 4. This paper consists of TWO sections: A and B
-

SECTION A

Answer all the questions in this section

1. Identify two possible RAM related problems that you would encounter while using your computer (2 Marks)
 2. Identify some tools you will use to clean your laptop (3 Marks)
 3. What are background processes in a computer (2 Marks)
 4. A mouse is an input device that controls the cursor or a pointer in a display screen.
Identify three types of a mouse that can be used in a computer (3 Marks)
 5. Write the abbreviation FDD in full (1 Mark)
-

6. Identify four safety measures you could apply while disassembling a computer system (4 Marks)
7. Moses switched on a computer and nothing appeared on the screen. Outline four possible issues with that computer (4 Marks)
8. Ann was supposed to troubleshoot a faulty motherboard of a laptop. Explain two tools she could use (2 Marks)
9. Job was required to list functions of a BIOS to enable him identify a problem that may arise in a computer that relates to a BIOS. Outline four functions of a BIOS. (4 Marks)
10. Victor was required to back up the data in his computer system
 - i. Outline three types of back up strategies he could use (3 Marks)
 - ii. Explain two factors to consider while choosing a backup strategy (3 Marks)
11. A technician was setting CMOS for a new computer
 - i. Write the acronym in full (2 Marks)
 - ii. Outline three boot priority option that he could use (3 Marks)
12. Mary chose to use SSI in her computer over I-IDD. Explain the reason behind this. (2 Marks)
13. Explain disk defragmentation as used in a hard disk (2 Marks)

SECTION B ANSWER

Answer any three questions. (60 marks)

14

- a.
 - I. Outline four factors that should be considered while selecting a troubleshooting technique (4 Marks)
 - II. Explain three circumstances under which a computer repair technician could consider disposing computers (6 Marks)
- b. You have been called to service a computer that has been infected by computer (5 Marks)
 - I State Five Characteristics that the computer may portray virus.
 - II. Give five possible solutions to the computer that you will use to solve the issue. (5 Marks)

- 15.
- a. Describe the procedure of disassembling a system unit of a desktop computer (10 Marks)
 - b.
 - I. Data backup is key to any institution. Explain three reasons why it's important to back up your data. (6 Marks)
 - 11. Identify four possible reasons for disassembling a laptop. (4 Marks)
- 16
- a.
 - 1. Identify four laptop hardware components that you can replace after they malfunction (5 Marks)
 - II. As a computer technician who has repaired a computer of a client, identify what you will include on report to the client after repairing the computer (5 Marks)
 - b.
 - I. Outline six measures that could be taken while handling a hard disk drive (6 Marks)
 - II. Differentiate between duo core and quad core processor (4Marks)
- 17.
- a. As an IT technician, you gathered information from a computer user who had a problem with his computer and you identified that was a problem with the CPU.
 - I. What are some of the problems that he gave you from his computer (6 Marks)
 - II. What could be the probable causes to these problems (6 Marks)
 - b. Outline four hardware specifications that should be considered when upgrading a laptop (4 Marks)
 - c. BIOS perform several critical roles in the startup of a computer. Explain two roles performed by the BIOS (4 Marks)