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UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR SECONFD SEMESTER EXAMINATION FOR DIPLOMA IN
INFORMATION COMMUNICATION TECHNOLOGY

ICT/CU/IT/CR/4/6: ICT SYSTEM SUPPORT

DATE: APRIL 2023

TIME: 3HOURS

INSTRUCTIONS: Answer Question ONE and any other THREE questions.

QUESTION ONE (40 MARKS)

1. Define the following terms (4 Marks)
 - i. ICT Policy
 - ii. ICT Infrastructure
2. Highlight at least FOUR Classes of ICT infrastructure components (4 Marks)
3. Describe TWO causes of blue screen of death (BSoD) in ICT support. (4 Marks)
4. Identify FOUR security measures considered when performing ICT system support. (4 Marks)
5. The computer clock is not displaying the correct time and date, State any TWO causes and their possible solutions. (4 Marks)
6. Identify FOUR Hardware Testing Tools used for troubleshooting a computer (4 Marks)
7. Outline FOUR ergonomics rules used while setting up a computer monitor (4 Marks)
8. Discuss TWO factors that affect the ICT infrastructure. (4 Marks)
9. Differentiate between system software and application software as applied in ICT support. (4 Marks)
10. Outline FOUR duties performed by ICT system support technician. (4Marks)



SECTION B:(60 MARKS)

11. a) Working using a computer for a prolonged period is not advisable. Discuss FOUR health issues that can emanate from this practice. (8 Marks)
- b) It is common for ICT components to fail. Explain THREE Environmental factors that cause failure. (6 Marks)
- c) As an ICT technician, outline SIX ways you would perform an audit on existing ICT components and Infrastructure (6 Marks)
12. a) Outline SIX ways of troubleshooting a computer that is not powering up. (6 Marks)
- b) An organization has procured and installed a new application software.
- i. Outline FIVE steps to consider when performing user training. (5 Marks)
- ii. Discuss FOUR benefits of training users on application software. (8 Marks)
- c) Define the term software performance testing (1 Mark)
13. a) Explain FIVE types of software performance testing that can be done on a software that has just been installed (10 Marks)
- b) Describe FIVE ICT policies that an organization may implement. (10 Marks)
14. a) You have been asked to advice an organization about ICT safety precautions, Explain FOUR safety measures that must be observed during the troubleshooting of ICT Infrastructure. (8 Marks)
- b) Mount Kenya Milk Company has approached you as an expert in ICT System Support to carry out Audit on their existing ICT components and Infrastructure, demonstrate five key steps that you may employ (12marks)