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UNIVERSITY EXAMINATIONS 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR DIPLOMA IN
INFORMATION COMMUNICATION TECHNOLOGY

ICT/CU/IT/CR/6/6: PERFORM COMPUTER ASSEMBLY AND MANTAINANCE

DATE: APRIL 2023

TIME: 3HOURS

INSTRUCTIONS: Answer Question ONE and any other THREE questions.

QUESTION ONE (40 MARKS)

1. List down 4 tools and Materials required in disassembly of PC. (4 marks)
2. What does a computer system consist of? (4 marks)
3. Define the following terms as used in maintenance.
 - i. Computer case. (2 marks)
 - ii. Computer power supply (2 marks)
4. Discuss four basic units of electricity stating their SI units. (4 marks)
5. Outline two major CPU architectures related to instruction sets. (2 marks)
6. Differentiate between a cool fan and a heat sink as cooling systems of the computer. (4 marks)
7. Define what a data cable is giving 3 examples. (4 marks)
8. List down some 4 Fire Safety Guidelines in relation to computer safety and maintenance. (4 marks)
9. Outline 3 types of AC power fluctuations can cause data loss or hardware failure. (3 marks)
10. To help shield against power fluctuation issues, use power protection devices to protect the data and computer equipment. List any 3 of these devices. (3 marks)
11. Skilled use of tools and software makes the job less difficult and ensures that tasks are performed properly and safely. Name any tool used in each of the category. (4 marks)



- i. ESD Tools
- ii. Hand Tools
- iii. Cleaning Tools
- iv. Diagnostic Tools

SECTION B:(60 MARKS)

12. i) Discuss the process to assembly a desktop computer (10 marks)
- ii) Explain the purpose of preventive maintenance (4 marks)
- iii) Make sure that the hardware is operating properly, its a technicians duty to check before repair and maintenance is done. List down 4 activities one can do. (4 marks)
- iv) Define what is meant by Device Manager (2 Marks)
13. i) John wants to do software maintenance and has approached you for advice on what he needs to do. Kindly advise him. (4 marks)
- ii) To understand the capabilities of an operating system, it is important to understand some basic terms. The following terms are often used when comparing operating systems: (8 marks)
- a) Multi-user
 - b) Multi-tasking
 - c) Multi-processing
 - d) Multi-threading
- iii) Discuss some 8 Common uses of laptops . (8 marks)
14. i) There are six outside views available in the virtual laptop. Discuss 10 components found on a laptop. (10 marks)
- ii) Give 10 steps one will go through to prepare the printer for installation. (10 marks)
15. i) Identify the importance of updating a computer software (3 marks)
- ii) Describe the process of partitioning a hard disk of a computer (7 marks)
- iii) Explain what is disk fragmentation in a computer disk (2 marks)
- iv) As an IT expert you come across a program that is not responding while you want to close it. Explain the steps you would follow to close the program using the task manager (4 marks)
- v) Explain two problems you would encounter while installing windows operating system (4 marks)