

1902/104A, 1903/104A, 1906/104A,
1908/104A, 1909/104A, 1916/104A,
1918/104A, 1919/104A, 1922/104A,
1923/104A
INFORMATION COMMUNICATION
TECHNOLOGY (Theory)
July 2016
Time: 1 hour



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN MARITIME TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN TOUR GUIDING AND OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS
CRAFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE IN CLERICAL OPERATIONS**

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (Theory)

Paper 1

1 hour

INSTRUCTIONS TO CANDIDATES

*Answer ALL the questions in the answer booklet provided.
Candidates should answer the questions in English.*

This paper consists of 3 printed pages

**Candidates should check the question paper to ascertain that all the
pages are printed as indicated and that no questions are missing.**

1. Differentiate between *optical* disk and *magnetic* disk as used in computer storage, giving an example in each case. (4 marks)
2. (a) A computer technician intends to buy a memory card of a computer. Outline **two** functions that the memory would perform within the computer system. (2 marks)
- (b) Outline **two** examples of direct input devices of computer systems. (2 marks)
3. Joseph typed the document in figure 1 using a word processing program.

Dear Sir,

APPLICATION FOR SALES ASSISTANT JOB

I would wish to apply for the above position which has been advertised in your website.

I am a Kenyan citizen qualified with a ~~certificate in sales and management~~ from Nairobi College. In addition, I am qualified with a certificate in *Information Technology*.

I have a 2 year work experience in **sales and marketing** with an insurance company.

Attached, please find my curriculum vitae for your reference.

Figure 1

- (a) Outline **four** text formatting features he applied on the document. (2 marks)
- (b) Joseph intends to create the same letter for many prospective employers. Explain a word processing feature he would use to achieve his objective. (2 marks)
4. Joel has been invited to present a paper on the "Application of IT in marketing". He prefers to use a presentation program over a word processing program during the paper preparation.
 - (a) Outline **two** reasons for his preference. (2 marks)
 - (b) Joel applied *handout* option feature during printing. Explain a reason why he would use the option. (2 marks)
5. Explain the function of each of the following utility programs in a computer system:
 - (a) device drivers; (2 marks)
 - (b) drive formatter. (2 marks)

6. Figure 1 is a spreadsheet extract showing credit sales from Jessica's shop. Use it to answer the questions that follow.

| | A | B | C | D | E |
|---|-----------|------------------------------|---------------|-------------------|---------------|
| 1 | | JESSICA SHOP CREDIT ANALYSIS | | | |
| 2 | Item Name | Items | Quantity Sold | Price/Item (Kshs) | Credit Amount |
| 3 | Mary K. | Bread | 10 | 30 | |
| 4 | Tom W. | Sugar | 40 | 120 | |
| 5 | Linnet P. | Sugar | 20 | 120 | |
| 6 | Henry A. | Cooking Oil | 2 | 320 | |
| 7 | Baba Jane | Bar soaps | 10 | 130 | |
| 8 | | | | | |

Figure 1

- (a) Write an appropriate formula that would be used to compute the *credit amount* owed by Mary K. (1 mark)
- (b) Differentiate between *sum* and *sum if* functions as used with spreadsheets. (2 marks)
- (c) Using an appropriate function, write a formula that would determine the highest *credit amount*. (1 mark)
7. A company intends to install a Local Area Network using *ring topology*. With the aid of a diagram, describe the topology. (4marks)
8. (a) Outline **two** advantages of using *indexed sequential* method of file organization in a computer system. (2 marks)
- (b) A company is concerned about the spread of computer viruses on their computer network, outline **two** measures the company can adopt to control this threat. (2 marks)
9. (a) Distinguish between *metropolitan area network (MAN)* and *wide area network (WAN)* as used in computer networking. (2 marks)
- (b) A five star hotel has decided to pay its suppliers using an electronic payment method. Explain **two** benefits the hotel would realize from this decision. (2 marks)
10. Explain the function of each of the following computer network devices:
- (a) modem; (2 marks)
- (b) router. (2 marks)

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