041004T2ICT

ICT Technician LEVEL 4

IT/OS/ICTA/CR/02/4

Install Computer Software

NOV. /DEC. 2022

THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. *You have **3 Hours** to answer all the questions.*
2. *Marks for each question are indicated in the brackets.*
3. *The paper consists of **TWO** sections: **A and B***
4. *Candidates should answer the questions in English.*
5. *Candidates are provided with a separate answer booklet*
6. *Write your **name, registration code, date** and **sign** on the answer booklet.*
7. ***DO NOT** write on this question paper.*

This paper consists of FOUR (4) printed pages

Candidates should check the question paper to ascertain that all pages are

printed as indicated and that no questions are missing

SECTION A: MULTIPLE CHOICE QUESTIONS [10 MARKS]

Choose the correct answer from the choices provided in each question and indicate your choice in the answer booklet provided. Each question carries 1 mark.

1. What is software installation? (1mark)
   A. Performing service pack
   B. Is the act of making a program ready for execution
   C. Is the act of configuring a software
   D. Step by step process of setting system

2. Which of the following is not a legal method of acquiring a computer software? (1mark)
   A. Tailor made
   B. Piracy
   C. Downloading
   D. Lending

3. A program that adds functionality to the computer system and ensures smooth functioning of computer system is? (1mark)
   A. Application software
   B. System software
   C. Ms outlook
   D. Utility software

4. The following are application software except? (1mark)
   A. Word processing software
   B. Graphics software
   C. Operating system software
   D. Spreadsheets software

5. What is the difference between a clean installation and an upgrade? (1mark)
   A. An upgrade includes applications and settings from previous installations.
   B. A clean install includes applications and settings from previous installations.
   C. A clean installation starts by formatting the hard drive.
   D. There is no difference between clean installation and an upgrade.

6. The following are computer requirements to be considered before installing a computer software. Which one is not? (1mark)

   A. Processor speed

   B. Internet connectivity

   C. System memory

   D. Free storage space

7. Every computer must have at least one………………to run other programs. (1mark)

   A. Keyboard.

   B. CPU.

   C. Mouse.

   D. Operating system.

8. System Software plays a great role in a computer system. Which among the list provided is not an example of a system software (1mark)

   A. Word Processor

   B. Language Translator

   C. Utility Software

   D. Communication Software

9. What is a software documentation? (1mark)

   A. Written text that accompanies computer software

   B. Written text used to train the users on how to use a software

   C. Written text that is used to test a software

   D. Written text that is used when developing a software

10. The software tools that enable a user to interact with a computer for specific purposes are known as? (1mark)

   A. Application

   B. Hardware

   C. Shareware

   D. System

SECTION B: SHORT RESPONSE QUESTIONS [40 MARKS]

Answer all the questions in this section

11. The word software testing is normally used during Software installation. Explain why it is important. (2marks)

12. When performing software installation, Software change management is one of the elements to be considered. What are the **four** elements involved in software change management? (4marks)

13. Operating system is one of the software considered when Installing software. Explain **four** types of operating system. (8marks)

14. Sources of software installation are critical before performing the software installation. Give **four** sources of software installation. (4marks)

15. System requirements is one of the considerations when installing software. What is system requirement? (2marks)

16. User training plays an important role in installing software. Explain **five** keys elements to consider when developing an end user training plan. (10marks)

17. While performing training, feedback is important. List **two** elements involved in a feedback (2marks)

18. Outline **two** clauses for end user license agreement. (2marks)

19. Differentiate between the following system software and application software. (4marks)

20. Before installing software it's normally recommended that one does backup for existing data. What is the importance of backing up data? (2marks)

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