

061004T4ICT

ICT ASSISTANT LEVEL 4

IT/0S/ICTA/CC/02/4/A

INSTALL COMPUTER SOFTWARE

July/August 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has two sections **A** and **B**.
2. You are provided with a separate answer booklet
3. Marks for each question are as indicated.
4. Do not write on the 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 (10 Marks)

*Answer **all** the questions in this section.*

Each question carries one Mark.

1. A program that is used to control the performance of a system is called;
 - A. Experimental program.
 - B. System program.
 - C. Specialized program.
 - D. Organized program.

2. Renewing or changing software to a more recent one is known as _____
 - A. Downloading
 - B. Uploading
 - C. Upgrading
 - D. Downgrading

3. Software that is made specific for a company's specific needs is also referred to _____
 - A. Custom-made
 - B. Generally-made
 - C. Application packages
 - D. General packages

4. is not a source of software installation.
 - A. Hard drive
 - B. DVD drive
 - C. Flash drive
 - D. USB disk

5. _____ is an important factor to consider before installing a software.
 - A. Practicability
 - B. Compatibility
 - C. Favorability
 - D. Playability

6. Which stage of installation is represented by Figure 1

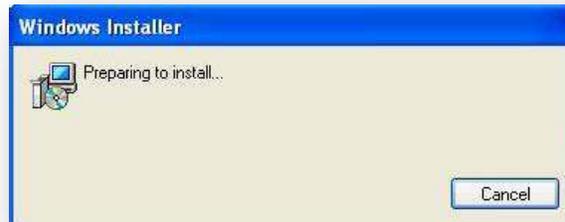


Figure 1

- A. Canceling
 - B. Updating
 - C. Completing
 - D. Starting
7. must be done before users are allowed to start using the software.
- A. Software uninstallation
 - B. User training
 - C. Software downloading
 - D. Users playing
8. Reading the end-user license agreement is important because
- A. It will guide you on how to train the users
 - B. Enables you to avoid breaking the law
 - C. It provides how to use the software tips
 - D. Enables you to master using the software
9. Installing a software directly from internet is called _____
- A. Server-based installation.
 - B. Client-based installation.
 - C. Power-based installation.
 - D. Search - engine based installation.
10. What is the result of successful software installation
- A. The software starts then waits for an input
 - B. The software starts but gives wrong output
 - C. The software does not start
 - D. The software starts reinstalling.

SECTION B (40 Marks)

Answer all questions in this section.

11. John installed an operating system in his computer. Outline FOUR hardware specification he could have considered. (4 Marks)
12. With the aid of an example in each case, differentiate between driver software and utility software. (4 Marks)
13. While copying data from a computer to a flash disk, a student saw the following file extensions.
- a) .exe
 - b) .doc
 - c) .xls
 - d) .dll
- Classify the files as *system* or *application* files. (4 Marks)
14. Joan intends to purchase an application software for use. Highlight FOUR factors she should consider other than cost. (4 Marks)
15. Lenga Juu Technical Institute is planning on acquiring a software for their students. List FOUR software acquisition methods they could use. (4 Marks)
16. Paul installed software without a user manual. Explain TWO challenges he is likely to face. (4 Marks)
17. After installing a new software, an ICT technician needed to train users on the software. Identify FOUR key points he should consider when developing an end-user training plan. (4 Marks)
18. Software needs to be thoroughly tested before being released to the client. State FOUR common types of software functional tests. (4 Marks)
19. An ICT technician advised a company to acquire a licensed software. Highlight FOUR benefits the company may get from this license. (4 Marks)
20. Outline FOUR steps taken when managing software changes. (4 Marks)