

ICT Technician Level 4

ICT/OS/ICTA/CR/03/4/A

Perform computer repair and maintenance

NOV. /DEC. 2022



THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

Time: 2 hours

INSTRUCTIONS TO CANDIDATES

1. You have **2 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)

Answer ALL questions in this section

1. During the repair of a computer, which of the following best illustrates personal safety?
(1mark)
 - A. Doing prior research on the PC
 - B. Buying expensive gadgets to use
 - C. Disconnecting power before repairing the PC
 - D. Hiring skilled man power

2. Why are waste elements after computer repair handled with care?
(1mark)
 - A. To prevent theft
 - B. To ensure environmental protection
 - C. To prevent loss
 - D. To prevent further damage

3. Identify an input device from the computer parts listed below. (1mark)
 - A. RAM
 - B. Speaker
 - C. Monitor
 - D. Keyboard

4. Which one of the following is used as a tool for assembling computer hardware?
(1mark)
 - A. Torch
 - B. Magnet
 - C. Screwdrivers
 - D. Laser blade

5. Identify from the list provided below a characteristic of component testing in computer hardware maintenance. (1mark)
 - A. It is performed by developers
 - B. It involves testing functionality
 - C. It is performed by testers

- D. Involves testing of the procedure
6. Which of the following listed below best illustrates a type of maintenance in computer? (1mark)
- A. Corrective maintenance
 - B. Keyboard maintenance
 - C. Motherboard maintenance
 - D. Peripheral devices maintenance
7. What is the use of PING in maintenance of a computer? (1mark)
- A. Allows to identify IP address
 - B. Allows user to test and verify if IP address can accept requests
 - C. Allows user identify MAC address
 - D. Allows user to connect to the internet
8. Which of the following parts of a computer can you only replace and not repair when its faulty? (1mark)
- A. Mouse
 - B. Speaker
 - C. Screen
 - D. Power supply
9. What are the direct effects of a faulty fan on your computer laptop? (1mark)
- A. Screen failure
 - B. Motherboard failure
 - C. Overheating
 - D. Shutdown failure
10. What is the probable cause of a bussing or loud sound from the computer? (1mark)
- A. Fan failure
 - B. Dust in ports
 - C. Speaker failure
 - D. Bloatware

SECTION B: EXTENDED RESPONSE QUESTIONS (40 MARKS)

Answer ALL questions in this section.

11. Distinguish between repair and replace as used in computer repair. (3 marks)
12. List any **five** troubleshooting steps to follow during maintenance. (5 marks)
13. Define preventative maintenance (2 marks)
14. Identify any **three** tools that you could use to disassemble and reassemble a computer. (3 marks)
15. List **five** steps taken during disassembling of a computer. (5 marks)
16. State the steps taken during a component testing process in computer repair and maintenance. (5 marks)
17. Define the term unit testing as used in computer repair and maintenance. (2 marks)
18. List any **three** computer testing tools used in repair of a computer. (3 marks)
19. Give **four** reasons that could facilitate a computer user to need upgrading of their computer. (4 marks)
20. Briefly describe any **four** steps for upgrading your computer. (4 marks)
21. Distinguish between a computer RAM and a ROM (2 marks)
22. Define an input device and an output device as components of a computer giving **one** example in each. (2 marks)

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