

**061004T4ICT**

**ICT ASSISTANT LEVEL 4**

**IT/0S/ICTA/CC/03/4/A**

**REPAIR AND MAINTAIN A COMPUTER**

**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. Attempt questions in each section as per instructions given in the section.
3. Answer all questions in the answer booklet provided.
4. Marks for each question are indicated in the brackets.
5. Do not write on the question paper.

**This paper consists of FIVE (5) 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.*

1. The following are reasons for carrying out computer maintenance except
  - A. Prevent unexpected down times by rectifying problems before they occur.
  - B. Prolong the life of computers systems.
  - C. Results in increase of computer performance.
  - D. It lowers the cost of purchasing the computer.
2. The main printed circuit board that contains sockets that accept additional boards is the
  - A. Sound board
  - B. Video board
  - C. Mother board
  - D. Surf board
3. Which of the following is not a category of a computer hardware:
  - A. Input device
  - B. Output device
  - C. Generator
  - D. Secondary storage
4. One of the following storage devices can be connected to a USB port
  - A. The CD and DVD
  - B. Diskette
  - C. Flash disks
  - D. Local disk (C:)
5. Computer memories are classified into various categories except
  - A. Peripherals
  - B. cache
  - C. primary
  - D. secondary
6. During repair and maintenance of a computer, its important to troubleshoot the computer, Identify the first logical step in troubleshooting a computer
  - A. Check the computer CMOS
  - B. Define the circumstances of the problem

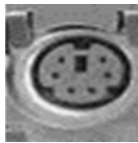
- C. Call the vendor
  - D. Define what applications are being used
7. The following are steps for troubleshooting a faulty monitor, identify the first step
- A. Check its connections to the computer system unit and power source.
  - B. Use a meter to check the CRT and internal circuitry for continuity.
  - C. Power down the monitor, then turn it on again to see if that corrects the problem.
  - D. Power down the computer, and then turn it on again to see if that corrects the problem.
8. The following are signs of a malfunctioning processor except
- A. Unstable operation
  - B. Speed problem
  - C. System not hanging
  - D. Incorrect configuration
9. Which of the following is not a type of maintenance in a computer.
- A. Predictive
  - B. Circulative
  - C. Corrective
  - D. Preventive
10. On a leased line installation, a functional external modem was not showing a carrier detect light. Where is the problem most likely to be
- A. In the modem.
  - B. In the phone line.
  - C. In the computer.
  - D. In the DTC equipment.

**SECTION B: (40 Marks)**

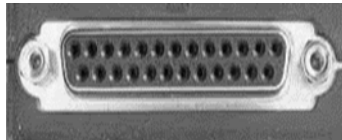
*Answer all the questions in this section*

11. (a) State TWO symptoms of an overloaded power supply. (2 Marks)
- (b) Joan repaired a computer system in computer workshop. List TWO essential tools she could have used. (2 Marks)
12. Michael created a document using a word processor program. Highlight FIVE categories of keys he used to type the document. (5 Marks)
13. Erick documented the faulty components after repairing a computer. Outline TWO importance of this documentation. (2 Marks)
14. (a) Identify FOUR computer hardware components that can be upgraded. (4 Marks)
- (b) Explain each of the following activities done during computer repair and maintenance.
- (i) Troubleshoot. (2 Marks)
  - (ii) Upgrade. (2 Marks)
  - (iii) Assemble. (2 Marks)
15. (a) The following is a list of ports used to connect computer devices. Identify the port and name the most appropriate device that can be connected to each port. (6 Marks)

(i)



(ii)



(iii)



- (b) Outline THREE types of testing techniques used in a computer. (3 Marks)

16. Highlight the procedure of installing a computer processor. (5 Marks)
17. An ICT technician intends to replace a faulty computer motherboard. State at least TWO factors he should consider when selecting the motherboard for replacement. (2 Marks)
18. An ICT technician bought a refurbished computer and realized it was taking too long to boot. Identify at least THREE possible causes of this problem. (3 Marks)

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