

061004T4ICT
ICT ASSISTANT LEVEL 4
IT/OS/ICT/CC/03/4/A
REPAIR AND MAINTAIN A COMPUTER.
March/April 2023
Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

2 hours

INSTRUCTIONS TO CANDIDATE

This paper consists of TWO sections: A and B.
Answer ALL the questions in section A and B.
Candidates should answer the questions in English.

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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. Each question contains 1 mark.

1. Which of the following is not a network hardware device?
 - A. Network interface card
 - B. Hub
 - C. Bridge
 - D. Processor

2. The main printed circuit board which contains sockets that accept additional boards is theboard
 - A. Sound board
 - B. Video board
 - C. Motherboard
 - D. Surf board

3. The power protection device that includes a battery and provides a few minutes of power is referred to as:
 - A. Surge suppressor
 - B. Line conditioner
 - C. Generator
 - D. UPS

4. Which 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. Hardware devices that are connected to the computer are collectively referred to as _____ devices
 - A. Peripherals
 - B. Storage
 - C. Input
 - D. Output

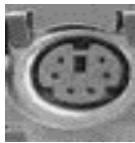
6. Which of the following would be a logical first step in troubleshooting a computer?
- A. Check the computer CMOS
 - B. Define the circumstances of the problem
 - C. Call the vendor
 - D. Define what applications are being used
7. When troubleshooting a faulty monitor, which of the following would be a 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, then turn it on again to see if that corrects the problem.
8. 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.
9. The following is a list of controllers, which one supports an external CD-ROM drive?
- A. ESDI.
 - B. ARLL.
 - C. MFM.
 - D. SCSI.
10. Which of the statements below best describes a fragmented hard disk?
- A. The platters are bad.
 - B. Data files are corrupted.
 - C. Clusters of data are damaged.
 - D. Files are not stored in consecutive clusters.

SECTION B (40 MARKS)

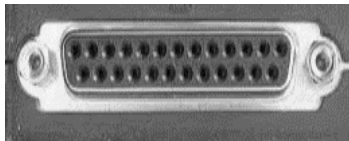
Answer all the questions. Marks for each question is indicated in brackets ()

11. (a) James was working on a computer which had a lot of dust inside. Outline **TWO** ways of cleaning it. (2 marks)
- (b) List **TWO** other essential tools found in a computer repair workshop. (2 marks)
12. Outline **FIVE** major steps followed when installing a hard Disk in a computer. (5 marks)
13. Primary memory is a working storage that can be accessed directly by the processor. Outline **TWO** types of this memory. (2 marks)
14. (a) Differentiate between *CD- RW* and *CD-R* storage devices. (4 marks)
- (b) Explain each of the following terms as used in 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 be connected to each port: (6 marks)

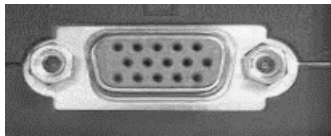
(i)



(ii)



(iii)



- (b) Moraa an ICT trainer inserted a flash disk into a computer to print out a stored document but the error message “usb not recognized” appeared on the computer screen. Outline the possible causes of this error message. (3 marks)

16. An ICT technician bought a refurbished computer and realized it was taking too long to boot. Identify **THREE** possible causes of this problem. (3 marks)
17. Overheating of a computer is an indication of a fault in a computer system.
- (i) Explain the type of fault; (2 marks)
 - (ii) Outline **THREE** measures to be undertaken to rectify this fault. (3 marks)
18. Mr. Alfred went to a computer repair shop to upgrade his RAM. He noticed that the technician wore some gloves when upgrading the memory. Outline **TWO** functions of the gloves. (2 marks)

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