

**061004T4ICT**

**ICT TECHNICIAN LEVEL 4**

**IT/OS/ICTA/CR/03/4/A**

**PERFORM COMPUTER REPAIR AND MAINTENANCE**

**NOV/DEC 2023**



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

**WRITTEN ASSESSMENT**

**Time: 2 Hours**

**INSTRUCTIONS TO CANDIDATE**

1. This paper has TWO sections A and B. Attempt questions in each section as per instructions given in the section.
2. You are provided with a separate answer booklet.
3. Marks for each question are indicated in the brackets.
4. Do not write on the question paper

**This paper consists of 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 questions in this section.*

1. Missing slot covers on a computer can cause?
  - A. Over heating
  - B. power surges
  - C. EMI.
  - D. incomplete path for ESD
2. What should be the first action when Microsoft Windows Operating System reports that the hard drive is developing bad sectors?
  - A. Replace the hard drive
  - B. Run DIR command from MS DOS
  - C. Run defrag on the hard drive
  - D. Run scandisk with the “thorough” option
3. After installing a sound card, the system locks up when parallel port tape backup unit is also used. What is most likely the problem?
  - A. IRQ
  - B. DMA
  - C. Detective LPT port
  - D. Defective tape driver
4. A Power protection device that includes a battery and provides a few minutes of power, is called \_\_\_\_\_
  - A. Surge suppressor
  - B. A line conditioner
  - C. Generator
  - D. UPS
5. An important first step in trouble shooting which component in a laser printer is causing jam is to.
  - A. Check all voltages
  - B. Look up error codes
  - C. Turn ON the printer
  - D. Note where in the paper path the paper stops

6. To prevent computer from overheating one should \_\_\_\_\_
  - A. Remove the CPU fan
  - B. Keep the computer cover closed
  - C. Remove the slot cover from the back
  - D. Switch off the computer
7. Which of the following would be a logical first step in troubleshooting a PC?
  - A. Check the computer CMOS
  - B. Define the circumstances of the problem
  - C. Call the vendor
  - D. Define what applications are being used
8. Among the following options, what could cause a fixed disk error?
  - A. No-CD installed
  - B. bad ram
  - C. slow processor
  - D. Incorrect CMOS settings
9. The metal or plastic case that holds all the physical parts of the computer is the:
  - A. System unit.
  - B. CPU.
  - C. Mainframe.
  - D. Platform.
10. Which would you do first when troubleshooting a faulty monitor?
  - A. Check its connections to the computer 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

**SECTION B: 40 MARKS**

*Answer ALL questions in this section*

11. Explain any FIVE common faults in computers (10 Marks)
- 12.
- a) What does *computer maintenance* mean? (2 Marks)
  - b) State any FOUR basic computer maintenance tips for PC users. (4 Marks)
  - c) Highlight any TWO potential risks that repair and maintenance worker faces. (4 Marks)
  - d) Outline *any* FOUR general guidelines for repairing or trouble-shooting computers (4 Marks)
  - e) Explain any TWO types of computer maintenance? (4 Marks)
  - f) Explain any TWO reasons why Computer Maintenance is Important. (4 Marks)
- 13.
- a) Define the term does *upgrade* as used in computer hardware. (2 Marks)
  - b) Differentiate between *upgrade* and *update* and give relevant example in each case respectively. (4 Marks)
  - c) Highlight any TWO advantages and of computer hardware upgrade. (2 Marks)

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