

061005T4ICT

ICT TECHNICIAN LEVEL 5

IT/CU/ICT/CR/2/5

INSTALL COMPUTER SOFTWARE

Nov. /Dec. 2022



THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

- i. Time allocated: **THREE (3) hours**.
- ii. This paper has two sections **A** and **B**. Attempt questions in each section as per instructions given in the section.
- iii. You are provided with a separate answer booklet.
- iv. Marks for each question are indicated in the brackets.
- v. Do not write on the question paper

*This paper consists of **THREE (3) printed pages.***

SECTION A (20 MARKS)

In this section, each correct answer is one (1) mark.

1. Which of the following are the main categories of computer software? [1 mark]
 - A. Plug-and-play, and Device driver
 - B. System Software, and Application Software
 - C. Packages, and suites
 - D. Software, and Programs

2. Which of the following is **not** a function of the operating system? [1 mark]
 - A. Protection against viruses
 - B. Provide a link between hardware and user
 - C. Manages all the activities of the computer
 - D. Creating documents

3. All the following are application software, *except*? [1 mark]
 - A. Lotus 1-2-3
 - B. Linux
 - C. SPSS
 - D. QuickBooks

4. What should you consider when selecting computer software? [1 mark]
 - A. Purpose, warranty, and technical support
 - B. Technical support, location, and cost
 - C. Warranty, compatibility, and location
 - D. Compatibility, location, and expiry

5. Software designed and sold as ready-for-use is referred to as? [1 mark]
 - A. In-house
 - B. Custom
 - C. Open source
 - D. Off-shelf

6. Why should we back up our data before installing new software? **[1 mark]**
- A. To create more space for the new software
 - B. So that our data can be recovered if it is affected by the installation process
 - C. Installation of new software cannot take place with the user's data in the memory
 - D. It is required by law to do so
7. Which type of software listed below does NOT require you to pay for it? **[1 mark]**
- A. Commercial software
 - B. Proprietary software
 - C. Off-shelf software
 - D. Freeware
8. Which file in the installation package contains instructions on how to install a program?
- A. README
 - B. Product key
 - C. Setup
 - D. Exe
9. How would you install an Operating system on a computer? **[1 mark]**
- A. Using *headless* installation
 - B. Using *attended* installation
 - C. With *unattended* installation
 - D. With *silent* installation
10. How can you solve this error; "Software not compatible with your system."? **[1 mark]**
- A. Acquire a newer/ compatible version of the software
 - B. Acquire a new computer system
 - C. Install anyway if there is an option to do so
 - D. Scan the system for viruses
11. The primary function of the _____ is to set up the hardware, load and start the operating system. **[1 mark]**
- A. System programs
 - B. BIOS
 - C. CP
 - D. Memory

12. Programs that enable the operating system to communicate with specific types of hardware are known as? **[1 mark]**

- A. Drives
- B. Drivers
- C. Interface Cards
- D. Ports

13. The following activities are undertaken during software configuration management, *except*? **[1 mark]**

- A. Planning and identification
- B. Version control and baseline
- C. Change control
- D. Troubleshooting and diagnosis

14. When testing software, why should you involve the users? **[1 mark]**

- A. Helps the developer to meet the needs of the users
- B. It affects the cost of the software
- C. The users will be the future developers
- D. All of the above

15. Which of the following is NOT part of a software test report? **[1 mark]**

- A. Application Overview
- B. Test metrics
- C. Test achievements
- D. FAQ

16. What is the first step in performing user training? **[1 mark]**

- A. Determine user skill set
- B. Create a training program
- C. Set training goals
- D. Plan training delivery methods

17. How often should software be tested? **[1 mark]**

- A. Once, at the end of development
- B. Twice, before and after user training
- C. As often as possible, even during the use
- D. Software testing is unnecessary

18. What software is always running as long as your computer system is on? **[1 mark]**

- A. A web browser
- B. A word processor
- C. An operating system
- D. Spreadsheet

19. _____ is designed to solve a specific problem or to do a specific task.

(1 Mark)

- A. Application Software
- B. System Software
- C. Utility Software
- D. User

20. The following are ways of acquiring software *except*?

(1 Mark)

- A. Purchasing off the shelf
- B. Rent or lease
- C. Download from the manufacturer's website
- D. Copy using a flash disk

SECTION B: (40 MARKS)

Note to assessor: These are suggested answers to act as guidelines

21. Define a device driver (2 marks)
22. Describe TWO types of software when classified according to the method of acquisition. (4 marks)
23. Explain TWO factors you need to consider while selecting computer software. (4 marks)
24. Differentiate between open source and proprietary software. (4 marks)
25. Give THREE advantages of using in-house software. (3 marks)
26. Describe any TWO functions of operating systems. (4 marks)
27. List any THREE types of software installation media. (3 marks)
28. Outline TWO reasons why we need to register the software. (2 marks)
29. Describe any TWO techniques of software testing. (4 marks)
30. Differentiate between diagnosis and troubleshooting. (4 marks)
31. List THREE benefits of user training. (3 marks)
32. Give any THREE examples of utility software. (3 marks)

SECTION C: (40 MARKS)

Note to assessor: These are suggested answers to act as guidelines

33. John wanted to install Windows Operating System on his computer.
- a) Describe the kind of specifications he will need to check before starting the installation. (6 marks)
 - b) Explain TWO ways he would use to install if his computer does not have a DVD-ROM drive. (4 marks)
 - c) Outline any FOUR errors associated with installing an operating system. (4 marks)
 - d) Give THREE reasons for installing an operating system on an SSD as opposed to an HDD. (6 marks)
- 34.
- a) Describe any FOUR types of operating systems. (8 marks)
 - b) What is a user interface? (2 marks)
 - c) Explain any THREE types of user interfaces. (6 marks)
 - d) Outline any FOUR ways of backing up your data. (4 marks)
- 35.
- a) What is software configuration? (2 marks)
 - b) Give any TWO reasons for software configuration management. (4 marks)
 - c) Explain the FIVE stages of software configuration management. (10 marks)
 - d) Outline FOUR techniques of software testing. (4 marks)

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