

**061005T4ICT**  
**ICT TECHNICIAN LEVEL 5**  
**IT/OS/ICT/CR/2/5**  
**INSTALL COMPUTER SOFTWARE**  
**NOV/DEC 2023**



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

**WRITTEN ASSESSMENT**

**Time: 3 Hours**

**INSTRUCTIONS TO CANDIDATE**

1. This paper has THREE sections A, B and C. 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 7 printed pages.**

**Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing**

**SECTION A: 20 MARKS**

*Answer ALL questions in this section.*

1. Which of the following software can't be categorized as application software?
  - A. DBMS
  - B. MS-DOS
  - C. Spreadsheet
  - D. Word processing
2. Software for organizing storage and retrieval of information is a \_\_\_\_
  - A. Data warehouse
  - B. Database program
  - C. Database
  - D. Operating system
3. System proposal is prepared in \_\_\_\_ phase of SDLC.
  - A. Analysis
  - B. Conception
  - C. Design
  - D. Initiation
4. A mistake in an algorithm that generates incorrect results or output is a
  - A. logical error
  - B. syntax error
  - C. compile-time error
  - D. procedural error
5. \_\_\_\_\_ is a good software development practice which involves developers making changes to the code to enhance its structure, organization and efficiency by identifying, eliminating unnecessary codes and improving code readability.
  - A. Code Refactoring
  - B. Unit testing
  - C. Performance optimization
  - D. Error handling
6. Which of the following is not a kind of system software?
  - A. BIOS software
  - B. Unix, Linux
  - C. Microsoft Windows, and Mac OS

- D. Microsoft Word
7. A software which provides a platform for other software's to run on is known as
- A. Application software
  - B. System software
  - C. Utility software
  - D. Firmware.
8. Which of the following is not an objective of user training in an organization?
- A. To increase employee productivity
  - B. To eliminate need of user support
  - C. To improve accuracy level
  - D. To prevent demotivation of employees
9. \_\_\_\_\_ is a software development activity that is not a part of software processes.
- A. Validation
  - B. Specification
  - C. Development
  - D. Dependence
10. A software acquisition method that involves developing software in-house from scratch is -----
- A. Commercial off-the shelf
  - B. Open source
  - C. Custom development
  - D. Software as a service
11. Which of the following is not a Software Testing Technique?
- A. Boundary value analysis
  - B. Equivalence class partitioning
  - C. Error Guessing
  - D. Purchasing the software
12. The following are important aspects of software configuration management, which one is not.
- A. Identification
  - B. Management
  - C. Auditing and accounting
  - D. Processing

13. Which one of the following is NOT a type of software installation?
- A. Manufactured
  - B. Unattended
  - C. Headless
  - D. Schedule/Automated
14. The following are functions of operating systems, except \_\_\_\_\_
- A. Device management
  - B. Memory management
  - C. Storage management
  - D. Expert management
15. Which of the following is a list of system data backup?
- A. Full, differential, incremental
  - B. Differential, synthetic, full
  - C. Digital, mirroring, full
  - D. Differential, synthetic, digital
16. Which of the following are known as office-oriented application software?
- A. Interpreters, Compilers, editors
  - B. Network software, backup system
  - C. Word processors, spreadsheets, database
  - D. Both A and C
17. The type of software which is embedded in hardware devices and is responsible for controlling their operation is?
- A. System software
  - B. Application software
  - C. Utility software
  - D. Firmware software
18. What are the main functions of system utility?
- A. Disk clean-up
  - B. Disk defragmentation
  - C. System Restore and Disk compression
  - D. All of the above

19. What is the full form of GUI?
- A. Graphical Universal Interface
  - B. Graphical User Interface
  - C. General Utility Interface
  - D. General Universal Interface
20. A computer virus that attacks an antivirus program to prevent detection of the virus in the computer system is a \_\_\_\_\_
- A. Worm
  - B. Meta-morphic/ Polymorphic virus.
  - C. Trojan
  - D. Ghost virus

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**SECTION B :40 MARKS**

*Answer All questions in this section.*

21. Differentiate between *headless* installation and *silent* installation as used in software installation. (4 Marks)
22. Software upgrade is essential for its functionality. Outline THREE factors to consider before performing software upgrade. (3 Marks)
23. Distinguish between *Proprietary* operating systems and *Generic* operating systems. (4 Marks)
24. Installation manual provides guidelines on how a user can be able to install software. Enumerate FOUR reasons for having a software installation manual. (4 Marks)
25. Outline THREE main benefits of virtual memory to the user. (3 Marks)
26. Utility programs enhance the carrying out of the routine operations. Highlight any FOUR types of utility programs. (4 Marks)
27. When choosing application software, several criteria should be considered. Outline FOUR criteria that could be used for selecting a computer application package. (4 Marks)
28. Computer files are used to store related information. Outline FOUR causes of file failure in a computer system. (4 Marks)
29. Highlight FOUR factors a company should consider when purchasing software to be used for stock taking. (4 Marks)
30. State the THREE features of command based operating system of a computer. (3 Marks)
31. System software manages and supports computer resources. Outline THREE categories of system software. (3 Marks)

**SECTION C: 40 MARKS**

*Answer any TWO questions in this Section*

32.

- a) Software user training is very vital in an organization. Explain FOUR ways of coming –up with effective end user training. (8 Marks)
- b) Describe THREE elements of user vender agreement. (6 Marks)
- c) Outline SIX stages of software development life cycle. (6 Marks)

33.

- a) Define the term software installation. (2 Marks)
- b) Describe THREE methods of software acquisition that Netu College will use when purchasing system software for their use. (6 Marks)
- c) John, computer technician intent to acquire software for his cybercafé. Explain FOUR qualities of a good software requirement specification that he will consider before purchasing the software. (8 Marks)
- d) Outline FOUR categories of graphic packages. (4 marks)

34.

- a) Explain THREE tools used by programmers in the development of system software in an organization. (6 Marks)
- b) Discuss FIVE symptoms of a computer that has been attacked by a virus. (10 Marks)
- c) Outline FOUR benefits of a software report. (4 Marks)

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