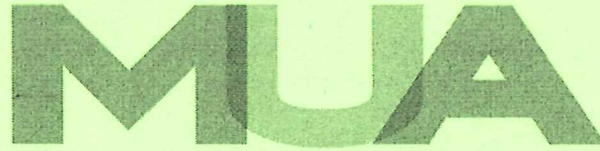


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CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
CERTIFICATE IN BUSINESS INFORMATION TECHNOLOGY

CBT 105: INTRODUCTION TO COMPUTER REPAIR AND MAINTENANCE

DATE: 1ST APRIL 2025

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

TechFix, a mid-sized computer repair and maintenance company, faced challenges with increasing turnaround times and declining customer satisfaction. Located in a bustling urban area, TechFix served a diverse clientele, including individual consumers, small businesses, and educational institutions. The primary issues were identified as inefficient diagnostic processes, inconsistent inventory management, and lack of standardized procedures among technicians. The company decided to implement a comprehensive strategy to streamline operations and improve service quality.

To address these challenges, TechFix adopted a multi-faceted approach. First, they invested in advanced diagnostic tools and software that automated initial assessments, reducing the time technicians spent on manual diagnostics. Second, they implemented an inventory management system that tracked parts in real-time, ensuring that commonly used components were always in stock and reducing delays caused by out-of-stock items. Additionally, TechFix standardized repair procedures by developing detailed guidelines and training programs for all technicians, ensuring consistency and high-quality repairs across the board. These interventions were complemented by a revamped customer service protocol that included clear communication about repair statuses and expected completion times.

Within six months, TechFix saw significant improvements in its operations. Average turnaround times for repairs dropped by 40%, and customer satisfaction scores increased by 30%. The advanced diagnostic tools reduced the average time spent on initial assessments by 50%, allowing technicians to focus on actual repairs more quickly. The real-time inventory management system minimized delays related to parts availability, and the standardized procedures ensured that all technicians adhered to best practices, reducing errors and rework. Overall, the strategic changes not only enhanced operational efficiency but also positioned TechFix as a reliable and customer-focused service provider, leading to increased business from both existing and new clients.

Required:

- a) Examine FOUR (4) Proper care rules for computer hardware. [8 MARKS]
- b) Describe TWO (2) duties of an IT Manager. [2 MARKS]
- c) Discuss FIVE (5) Follow through suggestion to fasten a slow pc. [10 MARKS]
- d) List FOUR (4) application software used in computer. [2 MARKS]
- e) Discuss FOUR (4) Fundamental components that make up a computer system
[8 MARKS]

QUESTION TWO

- a) Differentiate between RAM and ROM (6 MARKS)
- b) Differentiate between internal and external memory giving 2 examples of each
(4 MARKS)

QUESTION THREE

- a) Mention 2 types of computers and describe their classification characteristics
(4 MARKS)
- b) Define a PSU (Power Supply Unit) (2 MARKS)
- a) Differentiate between BIOS and CMOS (4 MARKS)

QUESTION FOUR

- a) Define the Motherboard? State and explain THREE parts (6 MARKS)
- b) Memory is an element crucial for data to be stored. Contrast primary and secondary storage (4 MARKS)

QUESTION FIVE

- a) Define Monitor and explain TWO (2) common types of Monitors (3 MARKS)
- b) Differentiate between an operating system and an application program
(4 MARKS)
- c) Analyze THREE (3) remedies to blue screen of death) (3 MARKS)

QUESTION SIX

- a) Why backup schedule is needed to computer? Which device media do you use for backup? Explain any one. (4 MARKS)
- b) Write THREE (3) symptoms of virus infections (3 MARKS)
- c) Define a port? Explain three types of ports you know (3 MARKS)