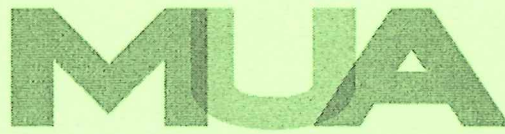


The
Management
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CERTIFICATE UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

CERTIFICATE IN BUSINESS INFORMATION TECHNOLOGY

CBT 105 : INTRODUCTION TO COMPUTER REPAIR AND MAINTENANCE

DATE: 19th JULY 2022

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:

KNIGHT FRANK COMPANY

Knight Frank Company is known for its plethora of property development opportunities.

It's a leading real estate agent not only in Kenya, but it has also established serious roots in countries such as Uganda and Tanzania. So, this is a regional real estate player.

Since its inception, Knight Frank which is now 21 years in the scene, has exemplified unrivaled levels of integrity. The Organisation has employee numbering between 150-250 explaining the reason why it's the choice for most people.

The company consists of Purchasing and selling owned real estate, letting and management of owned or leased real estate, Real estate activities for a third party that include the activities of real estate agencies and activity of administration

Rooney is the IT Manager for Knight Frank Company. Having been promoted, he has the noble that technology in the organization is effective and efficient and is used as a tool to further the success of the company

Computer, server, networks, data and other IT assets are among the resources Rooney is in charge of with team under her Rooney oversees their performance as well

The Company keeps a database of clients and their transactions; they have a marketing department that is tasked with identifying business opportunities and secure them. Finance team handles matters of money from receipts to payments, sales and purchases and management of assets. Each and every department has a team with specific objectives and technological resources allocated to them.

REQUIRED:

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

QUESTION TWO:

- a) State and explain, four basic Parts of a computer (8 MARKS)
- b) Describe a Software (2 MARKS)

QUESTION 3:

- a) Define the term Motherboard? 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 4:

- a) Mention 2 types of computers and describe their classification characteristics (4 MARKS)
- b) Define the term PSU (Power Supply Unit) (2 MARKS)

- c) Explain the term BIOS. List the Functions of BIOS and explain them

(4 MARKS)

QUESTION 5:

- 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 6:

- a) Asses the need for scheduled backup in computers? Identify the media 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)