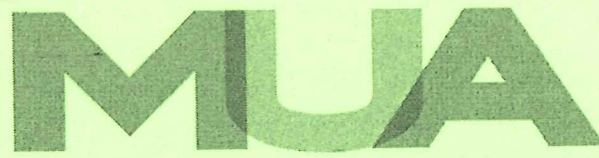


The
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CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
CERTIFICATE COMMON UNIT

CCU 102: INTRODUCTION TO COMPUTER APPLICATIONS

DATE: 10TH DECEMBER 2024

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:

Rose is the founder and the CEO for Rose-Tech whose main aim is to work in partnership with clients, advising them how to use information technology in order to meet their business objectives or overcome problems. They work to improve the structure and efficiency of IT systems in various organizations. Rose-Tech understands that in the current highly competitive and dynamic business environment, Information and Communication Technologies (ICT) are more than ever a critical enabler for an organization's success, since it constitutes a source of competitive advantage and an important tool in the effort to automate and streamline business operations.

- The ability to analyse complex data and computer systems.
- The ability to identify weaknesses, inefficiencies and threats to security.
- Maintenance of computer equipment to ensure its proper functioning
- Protection of computer systems and information from harm, theft, and unauthorized use
- Storage devices and their media both secondary or tertiary storage
- The ability to present findings and recommendations effectively.

Computers have become essential business tools. They are used in every aspect of a company's operations, including product creation, marketing, accounting and administration. It is critical that business owners take the time to choose the right computers, software and peripherals for their organization

Required:

- a) Computer need to work effectively and efficiently. Analyze the three maintenance procedures how technicians at Rose-Tech need to apply in order to achieve this. **[6 MARKS]**
- b) Examine how Rose-Tech would resolve the security threats to computer data **[8 MARKS]**
- c) Explain the difference between secondary and primary memory concepts: **[6 MARKS]**
- d) Assess the importance of a computer to Rose-Tech **[6 MARKS]**
- e) Describe TWO characteristics of a computer **[4 MARKS]**

QUESTION TWO

- a) Explain ONE major function of the CPU [3 MARKS]
- b) List THREE high level programming languages [3 MARKS]
- c) Explain the importance of motherboard [4 MARKS]

QUESTION THREE

- a) State THREE internet browsers [3 MARKS]
- b) Define the term computer [3 MARKS]
- c) Discuss TWO emerging and future trends in the technology industry [4 MARKS]

QUESTION FOUR

- a) List three features of a word application [3 MARKS]
- b) Explain the functions of a spreadsheet application [4 MARKS]
- c) Examine the meaning of the term byte in computers [3 MARKS]

QUESTION FIVE

- a) Analyze THREE ethical issues to be observed by an IT technical employee in a busy banking institution [6 MARKS]
- b) Differentiate between the following concepts:
 - i. Spam [2 MARKS]
 - ii. Virus [2 MARKS]

QUESTION SIX

- a) List TWO types of computers as categorized by size [2 MARKS]
- b) Evaluate the use of a database [3 MARKS]
- c) List FIVE computer hardware devices [5 MARKS]

