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University Examinations 2023/2024

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR THE CERTIFICATE IN
INFORMATION TECHNOLOGY

CIT 1214: ASSEMBLY AND MAINTENANCE OF PC

DATE: APRIL 2024

TIME: 1¹/₂ HOURS

INSTRUCTIONS:

1. Answer Question ONE, and any other TWO
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QUESTION ONE (30 MARKS)

- a. Define computer maintenance and state 3 good reasons why Computer Maintenance is so important. (4 marks.)
 - b. State 4 the basic types of computer maintenance. (4 marks)
 - c. List 4 Computer Maintenance Tools and Materials. (4 marks)
 - d. Outline 4 Reasons of upgrading a hardware or software component. (4 marks)
 - e. State 4 basic units of electricity giving their SI units. (4 marks.)
 - f. Define what a computer port giving an example. (2 marks.)
 - g. State the functions of the following components.
 - i. Computer case (1 marks)
 - ii. Power supply (1 marks)
 - iii. CPU fan (1 mark)
 - iv. Heat Sink. (1 mark)
 - h. The following types of AC power fluctuations can cause data loss or hardware failure. State the meaning of each. (4 marks)
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- i. Blackout
- ii. Brownout
- iii. Spike
- iv. Power surge

QUESTION TWO 15 MARKS

- a. State 4 ways of Preventing ESD Damage. (4 marks)
- b. State 3 steps for RAM installation. (3 marks)
- c. Troubleshooting requires an organized and logical approach to problems with computers and other components. State 6 steps followed in troubleshooting process. (6 marks)
- d. State 2 Common uses of laptops. (2 marks)

QUESTION THREE 15 MARKS

- a. Data is transmitted in one of three modes. Explain each of the following modes. (3 marks)
 - i. Simplex
 - ii. Half-duplex
 - iii. Full-duplex
- b. The OSI model is an industry standard framework that is used to divide network communications into seven distinct layers. List down the seven layers stating the function of each. (7 marks.)
- c. A social engineer is a person who is able to gain access to equipment or a network by tricking people into providing the necessary access information. State 3 ways to protect against social engineering. (3 marks)
- d. State 2 Computer Maintenance Tools and Materials used in PC maintenance. (2 marks).



QUESTION FOUR 15 MARKS

- a. The value of physical equipment is often far less than the value of the data it contains. To protect data, there are several methods of security protection that can be implemented. State 4 ways of protecting data. (4 marks)
- b. As a technician, you should be aware of all business policies about customer calls. State 4 factors included in a business policy that a technician need be aware of. (4 marks.)
- c. There are many different types of customers. State 5 types of difficult customer's technicians handle. (5 marks).
- d. State 2 types of computer maintenance. (2 marks).

