061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/2/6

INSTALLATION OF COMPUTER SOFTWARE

NOV/DEC 2023

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

CANDIDATE WRITTEN ASSESSMENT

TIME: 3 Hours

INSTRUCTIONS TO CANDIDATE

1. This paper has TWO sections A and B. 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 3 printed pages

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

SECTION A: 40 MARKS

Attempt ALL questions in this section.

1. Describe each of the following terms: (4 Marks)
   a) System-level utility software;
   b) The Graphical User Interface (GUI).

2. Distinguish between *open source* and *off the shelf* methods of software acquisition. (4 Marks)

3. Mary intends to acquire software for her company. Enumerate any FOUR factors she should consider before selecting the software. (4 Marks)

4. State THREE types of operating systems. (3 Marks)

5. a) State the role of the following utility software in a computer system. (3 Marks)
   i. anti-virus
   ii. merge
   iii. compressor

   b) Give TWO items that should come along with authentic software. (2 Marks)

6. Identify THREE types of functional testing. (3 Marks)

7. Mention FOUR activities performed in during user training. (4 Marks)

8. Explain THREE parameters to be tested during non-functional software testing. (6 Marks)

9. Discuss TWO types of software maintenance (4 Marks)

10. Outline THREE roles and responsibilities of a software configuration manager. (3 Marks)

SECTION B: 60 MARKS

Attempt any THREE questions in this section.

11. You have been contracted by the government of Kenya as an ICT consultant to supply the computers to the public institution and install all the software that are required by the institution

    a) Using a well labeled diagram, illustrate at least TEN steps that could be followed to deliver the training module on how to use the software's installed on the computers.   (10 Marks)

    b) Information security is important when installing computer software. Explain THREE types of data controls that could be considered when installing software.   (6 Marks)

    c) Identify FOUR strategies should be employed to ensure efficient and accurate software release management during software configuration?   (4 Marks)

12. Mr. Alex operates a computer bureau which specializes in preparing customer curriculum vitae, developing business cards and printing annual reports for the organization.

    a) Discuss FOUR types of application software that he should have installed in his computers.

    (8 Marks)

    b) Describe SIX types of installations that he would use to install software's in his new computers that he has purchased due to increase in numbers of client for better production

    (12 Marks)

13. Most public institutions in Kenya have embraced digital transformation for education and research for students, the IT department of each institution was requested to install software in their computers and ensure that the software's were configured

    a) Highlight at least SIX key areas of importance in software configuration.   (6 Marks)

    b) State SIX advantages of functional testing.   (6 Marks)

    c) Computer software is classified according to end-users licensing, acquisition and purpose. Describe FOUR types of system software.   (8 Marks)

14.

    a) You are an IT expert working in an ICT firm as a sales person; you realize that the sales for software have reduced. Discuss FIVE factors that could have led to this reduction in software acquisition.   (10 Marks)

    b) Explain FIVE benefits of implementing preventive software maintenance.   (10 Marks)

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