

## PERFORM COMPUTER REPAIR & MAINTANANCE

### CAT 1

#### INSTRUCTIONS:

- ✓ *CAT 1 exam must be submitted on **Thursday, 9th October 2025** by **5:00 PM***
- ✓ *Late submissions will not be accepted unless prior arrangements have been made and approved by the lecturer.*
- ✓ *Each student is required to work independently. **Copied, identical, or suspiciously similar answers will attract severe penalties, including. Deduction of marks, Nullification of the CAT.***
- ✓ *You are encouraged to research and express answers in your own words.*
- ✓ *Answers should be well organized, clear, and concise.*
- ✓ *For any clarification, contact your lecturer at **least 24 hours** before the submission deadline.*

### QUESTION ONE (20 MARKS)

- a) State the following acronyms in full (4 Marks)
  - i. BIOS
  - ii. CMOS
  - iii. EEPROM
  - iv. UPS
- b) Differentiate between track ball and joystick (2 Marks)
- c) Mr. Jackson intends to use USB port instead of a parallel port to connect peripheral devices on his computer. Outline FOUR merits of USB port. (4 Marks)
- d) Outline FOUR possible causes of a hard disk failure (4 Marks)
- e) Explain the functions of each of the following keys during the Power- on Self-Test process in a computer system.

- I. F10 (2 Marks)
- II. ESC (2Marks)
- III. Ctrl+Alt+Delete (2 Marks)

### **QUESTION TWO (20 MARKS)**

- a) Explicate how you would troubleshoot a PC with the following symptoms; (10 Marks)
  - i. PC appears dead
  - ii. PC sometimes halts during booting
  - iii. Smell burnt parts or odours
  - iv. PC powers down unexpectedly
- b) Software maintenance is the process of modifying and updating the software according to the customer's requirements. Explain FOUR types of software maintenance. (10 Marks)

### **QUESTION THREE (20 MARKS)**

- a) NTFS is used in modern computers. Outline FOUR features that could be promoting its popularity. (5 Marks)
- b) Elaborate THREE circumstances under which a computer technician would update the hardware or software inventory records. (6 Marks)
- c) Outline FOUR possible ways of controlling heat inside a systems unit of a computer. (4 Marks)
- f) Highlight FIVE factors that should be considered when selecting a troubleshooting technique (5 Marks)