



KAMSSA

PRE REGISTRATION EXAMINATIONS 2024
Uganda Certificate of Education
INFORMATION & COMMUNICATION TECHNOLOGY
PAPER 1
2 Hours 15minutes

INSTRUCTIONS TO CANDIDATES

- Answer all the items in the paper.
- Any additional item(s) answered will not be scored
- All answers must be written in the booklet(s) provided

Item 1

Ainembabazi is a business lady who lives in Kakyeka village in Amoro district, she deals in bookshop, her job is moving on smoothly but people normally ask her about computer related services like printing, photocopying, internet and many others. She discussed it with the husband and he advised her to also start an internet café in the village which may boost her business. Ainembabazi approached you as the only ICT professional in the village for advice before starting an internet café.



Task

- As an ICT professional identify at least seven (7) ICT devices Ainembabazi need to purchase first to set her internet café.
- Briefly explain five ICT devices listed above how they will be used in the internet café
- As you may be knowing that ICT devices are expensive which attract thieves. Help her how she will protect her after setting an internet café.

Item 2

In schools head teachers and their deputies are the only ones responsible for admitting students. In KIWAFFU SECONDARY SCHOOL the headteacher and his deputy use one computer when admitting their new students, one weekend two of them were away and the parent of peter s.1 east visited the school to check on his boy. Reaching there he found that they made a mistake in his sons BIO data form in the computer which was printed out, he requested the teacher on duty to him correct the son's information before leaving the school. The teacher on duty called the headteacher and explained the scenario, the headteacher decided to give authority to the teacher to access his computer to correct the form. the file is saved in word document in his names and the computer name is Kiwaffu using admin account saved on local disc E, he is in the folder of his stream found in form one 2024 folder on the desktop.

Task

- Write down the following for easy accessing of the file e.g file name, folder, account name, local disc, sub-folder, file extension, computer name and the location of the folder.
- Using the information above write down the file path which is to be used to correct peter's form.
- Give the difference between a file and a folder

Item 3

Mukalazi is an IT graduate who is currently working as a cleaner on a certain company for some time. He has been working as he has been looking for another job. He recently received a message from his friend which was an advert about a job of his dream as in a figure below.

Job Title: IT Service Desk Officer Reports to: IT Service Manager	REQUIRED QUALIFICATIONS AND SKILLS Bachelors in ICT, Computer science. Or any related ICT field.
PURPOSE OF THE ROLE To provide an efficient single point of customer Contact with ICT regarding incidents and service Requests through the available communication Channels.	SKILLS & COMPETENCIES: <ul style="list-style-type: none">• High levels of customer care.• Knowledge of SLA's and working to deadlines.• Knowledge of IT infrastructure library processes and procedures.• High degree of problem solving and analytical skills to be able to coordinate multiple teams and restore IT services as quickly as possible.• Ability to work in a multidimensional/ multicultural setting.• Ability to learn technical concepts quickly.
MAIN JOB RESPONSIBILITIES <ul style="list-style-type: none">• Deliver first line ICT services support.• Respond to system warning alerts and check monitoring tools for IT service incidents.• Identify IT processes improvements where possible & ensure all relevant IT service desk processes and procedures are continually updated.• Analyze trends, investigate recurring incidents, evaluate, and produce documented resolutions to prevent future problems which ultimately impact on BUBL front-line service delivery.• Identify and escalate approaching or crystallized SLA breaches regarding logged incidents and service requests• Alert the business and other relevant stake holders of high impact IT incidents through service exceptions and related periodic reports.	
To Apply. Interested candidates should email their application letter, Curriculum Vitae, and copies of relevant academic documents, IN PDF FILE mentioning the job title as the subject matter to recruitment.bracugandabankld@brac.net NOT later than Tuesday 9th April 2024 . All applications should be addressed to the Head Human Resource BRAC Uganda Bank Ltd. Note: Only shortlisted candidates will be contacted	

The company requires applicants to submit their application letters, CV and academic documents online. Make a write up as Mukalazi on what is to be done to apply his information in the company.

ITEM 4

Students from GOGONYA HIGH SCHOOL sat for all their papers successfully. Some students were done with their paper in A level which ICT 2, Brave moved out of the paper when is extremely disappointed with the ICT paper terminologies used. He narrated that immediately after opening a paper, “he was instructed to insert a footnote, endnote, footer, header, watermark and many others in MS word, when he opened number, he found workbook, worksheet, sorting, ranking, text wrap which were totally new to him but in power point things were a bit fine whereby my animations and transition may be the best at the school for sure”.

Task

As an ICT student. Make a write up Defining/explaining the terminologies used above to Brave and his friends so that incase of access a computer any other time will be in position to deal with them.

END