

061004T4ICT

ICT TECHNICAIN LEVEL 4

IT/OS/ICT/CC/03/4/A

Repair and Maintain A Computer

March/April 2024



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

WRITTEN ASSESSMENT

Time: 2 HOURS

INSTRUCTIONS TO CANDIDATE:

*This paper consists of **TWO** sections: **A** and **B**.*

*Answer **ALL** questions in sections **A** and **B** in the answer booklet provided.*

Marks for each question are indicated in brackets.

Do not write on this question paper.

*Answer the questions in **English**.*

This paper consists of FOUR (4) printed pages.

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

SECTION A (10 MARKS)

Answer ALL the questions in this section. Each question contains 1 mark

1. _____ is the primary memory of a computer.
 - A. Hard Disk
 - B. RAM
 - C. USB Flash
 - D. Memory card
2. The process of starting a computer which was initially off is known as
 - A. Warm booting
 - B. Restarting
 - C. Booting
 - D. Cold booting
3. Which of the following is a computer part that holds electrical components?
 - A. Motherboard
 - B. System Unit
 - C. Electrical
 - D. CPU
4. Which of the following methods is used to test for strength of a computer hardware?
 - A. Agile test
 - B. Stress test
 - C. Ad Hoc test
 - D. Run test
5. A computer's system unit is connected to other computer parts through
 - A. Peripherals
 - B. Connectors
 - C. Cables
 - D. Ports
6. Tom realized that his desktop PC keyboard was not working appropriately, what is the first step he should undertake
 - A. Check the device drivers
 - B. Replace the keyboard

- C. Check the CMOS battery
 - D. Install a new operating system
7. The process of collecting similar scattered files in a disk into a single disk cluster is known as?
- A. Disk defragmentation
 - B. Disk optimization.
 - C. Disk fragmentation
 - D. Disk partitioning
8. The following is a list of tools used in computer repair, which one is not?
- A. tweezers
 - B. screw drivers
 - C. rework station
 - D. cable tester
9. Which of the following is the first step to considered when trouble shooting a computer which does not power on?
- A. Check the power cable
 - B. Check the power socket
 - C. Check the power supply unit
 - D. Check the RAM of the computer
10. Select a statement that best describes the function of Disk Clean-up?
- A. Cleaning up unwanted files in a disk
 - B. Deleting files in a disk
 - C. Scanning for unwanted files in a disk
 - D. Scanning for bad sectors in a disk

SECTION B (40 MARKS)

Answer ALL the questions in this section.

11. Outline THREE faults which causes a computer to overheat. (3 Marks)
12. Define the term troubleshooting as used in computer repair and maintenance. (2 Marks)
13.
 - a. The following are common tools found in a technician laboratory, explain their use:
 - a) anti-static gloves. (2 Marks)
 - b) digital meter. (2 Marks)
 - b. After installing a software to a computer, the technician decided to test the software before handing over the computer. Outline THREE reasons for doing so. (3 Marks)
14.
 - a. Kilunda, an IT Technician planned to test a new system using both function test and non- function test. Differentiate between the two types of testing. (4 Marks)
 - b. List THREE factors that an IT technician should consider before performing a system upgrade. (3 Marks)
15.
 - a. As an IT Technician, outline FOUR signs of a computer hard disk failure. (4 Marks)
 - b. List THREE types of computer Read Only Memory. (3 Marks)
16. Keron, an ICT intern was informed by his supervisor of the preplanned maintenance in their company and the importance of the activity. Explain THREE importance he was informed about. (6 Marks)
17. Sharon, a IT student noticed that her computer was taking too long to start. Outline TWO possible causes for this. (2 Marks)
18. Define the term documentation as used in computer repair and maintenance. (2 Marks)
19. It is advisable to label computer faulty parts when performing system repair and maintenance. Outline FOUR information which should be included in the documentation of a faulty component. (4 Marks)

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