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UNIVERSITY EXAMINATIONS 2020/2021

..... SEMESTER SPECIAL/ SUPPLIMENTARY EXAMINATION FOR THE
DIPLOMA INFORMATION TECHNOLOGY

CIT 2214: REPAIR AND MAINTENANCE OF PC

DATE: APRIL 2022

TIME: 2 HOURS

INSTRUCTIONS: Answer Question ONE and any other TWO questions.

QUESTION ONE (30 MARKS)

- a) State and explain five cleaning tools and materials used for computer maintenance. (5marks)
- b) What is a computer port and give two examples of how they can be classified? (3marks)
- c) Discuss five characteristics of secondary storage devices. (5marks)
- d) Njeri a business lady buys a 4GB Ram for her business desktop. She comes for your help to help her upgrade the Ram. Kindly advice. (5marks)
- e) What is computer maintenance and discuss its four reasons for such. (3marks)
- f) Discuss five PC problems that are related to the power supply. (5marks)
- g) Define the following terms: (i) RAM (4marks)
(ii) ROM
(iii) CMOS
(iv) BIOS

QUESTION TWO (15 MARKS)

- a) Barasa an ICT technician bought a UPS for use in his cyber. State five advantages he will have using it. (5marks)
- b) Discuss five components within the system unit. (5marks)
- c) David an IT staff at Meru safaricom house has been tasked with a new role as a user support, what functions will he have? Discuss any five. (5marks)

QUESTION THREE (15 MARKS)

- a) James is loved as a very good support staff. He possesses skills, knowledge and abilities for his efficiency in work. Discuss two of each of his qualities that makes James efficient as an end user support staff. (6marks)

- b) Belinda wants to install some software, kindly advise her on some common operations she can perform. (4marks)
- c) Define what e-waste is and list four hazardous metals and materials that the electronic equipment have. (5marks)

QUESTION FOUR (15 MARKS)

- a) State four basic units of electricity giving their SI units. (4marks)
- b) Discuss six components of the harddrive . (6marks)
- c) Discuss five types of computer maintenance. (5marks)