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University Examinations 2021/2022

FIRST YEAR, SECOND SEMESTER EXAMINATION FOR THE DIPLOMA IN INFORMATION TECHNOLOGY

CIT 2214: ASSEMBLY AND MAINTANANCE OF PC

DATE: MAY 2022

TIME: 1 HR 30 MINS

INSTRUCTIONS: Answer question *one* and any other *two* questions

QUESTION ONE: 30 MARKS

- a) List down 4 tools and Materials required in disassembly of PC. (4 marks)
- b) What does a computer system consist of? (4 marks)
- c) Define the following terms as used in maintenance.
 - i) Computer case. (2 marks)
 - ii) Computer power supply (2 marks)
- d) Discuss four basic units of electricity stating their SI units. (4 marks)
- e) Outline two major CPU architectures related to instruction sets. (2 marks)
- f) Differentiate between a cool fan and a heat sink as cooling systems of the computer. (4 marks)
- g) Define what a data cable is giving 3 examples. (4 marks)
- h) List down some 4 Fire Safety Guidelines in relation to computer safety and maintenance. (4 marks)

QUESTION TWO 15 MARKS

- a) Outline 4 types of AC power fluctuations can cause data loss or hardware failure. (4 marks)
- b) To help shield against power fluctuation issues, use power protection devices to protect the data and computer equipment. List any 3 of these devices. (3 marks)
- c) Discuss the process to install the CPU and heat sink/fan assembly (8 marks)

QUESTION THREE 15 MARKS

- a) Explain five purpose of preventive maintenance (5 marks)
- b) Make sure that the hardware is operating properly, it's a technician's duty to check before repair and maintenance is done. List down 4 activities one can do. (4 marks)
- c) John wants to do software maintenance and has approached you for advice on what he needs to do. Kindly advise him. (4 marks)
- d) Define what is meant by Device Manager (2 Marks)

QUESTION FOUR 15 MARKS

- a) There are six outside views available in the virtual laptop. Discuss 5 components found on a laptop. (5 marks)
- b) List down the 7 OSI Model layers stating their functions (7 marks)
- c) What are some of the things a technician needs to do When putting a customer on hold (3 marks)