1. Which one of the following statements refers to the **MAIN** difference between hardware and software?
   1. Hardware is the physical part of the computer, while software consists of programs and applications
   2. Hardware is intangible, while software is tangible
   3. Hardware refers to operating systems, while software refers to input devices
   4. Hardware changes frequently, while software does not (2 marks)

Answer D

1. Which one of the following statements describes the primary purpose of the first generation computer?
   1. Perform complex scientific computations
   2. Manage business operations
   3. Solve basic arithmetic operations using vacuum tubes
   4. Provide graphical user interfaces (2 marks)
2. The type of a software that is used to manage hardware and provide a platform for application software to run is known as .
   1. utility software
   2. operating system
   3. application software
   4. firmware (2 marks)
3. Which one of the following statements **BEST** describes system software?
   1. Software designed to perform specific tasks such as word processing or spreadsheet calculations
   2. Software that helps manage computer hardware and software resources
   3. Software used for programming and developing other software
   4. Software used to optimise internet connectivity (2 marks)
4. Which one of the following features in Windows Server allows administrators to manage access to files and folders based on user's identity?
   1. BitLocker
   2. Group Policy
   3. Active Directory
   4. NTFS Permissions (2 marks)
5. Which one of the following actions in the file management process organises a large number of files?
   1. Delete unnecessary file
   2. Create folders and subfolders to group related files
   3. Copy and paste the files into one directory
   4. Share files with others (2 marks)
6. You want to transfer a document from your computer to another external hard drive without retaining a copy of it. Which one of the following statements would you consider first?
   1. Delete the file, then create a backup on the external hard drive
   2. Copy the file to the external hard drive, then delete it from the computer
   3. Cut the file, then delete it from your computer
   4. Edit the file before copying and deleting it (2 marks)
7. A person can share a file with someone else via email by .
   1. opening the file in the email client and send it as a text message
   2. creating a copy of the file and attach it to the email
   3. deleting the file before sharing it
   4. printing and sending through ordinary mail (2 marks)
8. Which one of the following commands is used in a command-line interface (CLI) to list the files and folders in the current directory?
   1. DIR (Windows) or ls (Linux/Unix)
   2. COPY
   3. DELETE
   4. RENAME (2 marks)
9. Which one of the following statements shows the purpose of a real-time operating system (RTOS)?
   1. To run web browsers for real time applications
   2. To manage hardware resources for real-time applications
   3. To provide a graphical user interface
   4. To manage word processing for real time applications (2 marks)
10. is the process of connecting two or more computing devices, such as desktop computers, mobile devices, routers or applications, to enable the transmission and exchange of information and resources.
    1. Telecommunication
    2. Computer networking
    3. Computer installation
    4. Data communication (2 marks)
11. Which one of the following software uses a computer to create and manipulate graphics, sound, animation, text and other media?
    1. Presentation
    2. Programming
    3. Graphics

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* 1. Multimedia (2 marks)

1. Which one of the following tools of learning involve use of presentation software?
   1. Calculation
   2. Slide show
   3. Mail merge
   4. Vlookup (2 marks)
2. Shareware is a type of software that is given away to users for free as a trial, usually with a limited-time offer. Which one of the following tools refers to an example of a shareware software?
   1. WinZip
   2. Adobe PDF
   3. Mozilla Firefox
   4. Google Chrome (2 marks)
3. The transmission medium consisting of an inner conductor surrounded by a concentric conducting shield, with the two separated by an insulating material is known as .
   1. fiber optic
   2. shielded twisted pair
   3. unshielded twisted pair
   4. coaxial cable (2 marks)
4. The following are some characteristics of a type of computer network:

* It has an enormous capacity and connects a large number of computers all over the world.
* The speed of the data transmission is sometimes fast and sometimes slow.
* The data rate is low compared to the data transfer rates of the networks.

Which one of the following types of networks possess the above characteristics?

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* 1. Metropolitan Area Network (MAN)
  2. Campus Area Network (CAN)
  3. Wide Area Network (WAN)
  4. Local Area Network (LAN) (2 marks)

1. Which one of the following statements **BEST** defines a set of concepts and methodologies to improve decision- making in business through the use of facts and fact-based systems?
   1. Application software
   2. Business intelligence
   3. System software
   4. Business integration (2 marks)
2. Which one of the following computer components is known to be made up of thousands of integrated circuits that are assembled on a silicon chip?
   1. Transistor
   2. Power supply unit
   3. Microprocessor
   4. Hard disk (2 marks)
3. Which one of the following statements describes the importance of network resources?
   1. They are crucial for the functioning of computer networks as they enable devices to communicate and share data with each other
   2. They manage the resources that are available in a computer system such as files, processor and storage
   3. They prevent unauthorised access to programs and user data by providing various techniques which assure the integrity and confidentiality of user data
   4. They keep track of time and resources used by various tasks and users, this information can be used to track resource usage for a particular user or group of users (2 marks)
4. A system of integrated software applications that manages day-to-day business processes and operations across finance, human resources, procurement, distribution, supply chain and other functions is known as .
   1. Customer Relation Management (CRM)
   2. Enterprise Resource Planning (ERP)
   3. Human Resource Management (HRM)
   4. Business Process Management (BPM) (2 marks)
5. A business is deciding between using a wired network or a wireless network for their new office. Which one of the following factors would be the most important in their decision?
   1. The need for mobility and flexibility in the office
   2. The cost of network cables
   3. The availability of technical support
   4. The compatibility with existing monitors (2 marks)
6. A school is designing a new computer laboratory and wishes to ensure that students can easily connect their devices to the network. Which one of the following hardware setups would be **MOST** effective for this purpose?
   1. Installing multiple USB hubs
   2. Providing each workstation with a wired ethernet connection
   3. Using wireless routers to allow flexible connectivity
   4. Installing additional monitors at each workstation (2 marks)
7. A company is experiencing frequent network outages and suspects that the router is malfunctioning. Which one of the following steps should be taken first to troubleshoot the issue?
   1. Replace the router with a new one
   2. Check if the router is properly connected and powered on
   3. Restart all connected computers Uninstall the network software