**BIT2103 Hardware and software Installation CAT**

1. Discuss the three core functions of an operating system(3 Marks)
2. What are the procedures for restoring backup on windows 2010(3Marks)
3. what are the different types of 21st Century computer threats (3Marks)
4. Define Change management. Discuss the roles of a change manager and the change advisory board in change management (3Marks)
5. What essential training should a help desk manager go through (3Marks)
6. Discuss the key functions of a service desk with a reference point to Safaricom Limited. (5Marks)
7. Discuss the Incident Management Process a case of Equity Bank (5Marks)
8. You have been hired by Mintel Limited whose servers have gone down due to fire outbreak. Suggest disaster recovery mechanisms to ensure data is restored and future data losses are prevented.(5Marks)