



## **UNIVERSITY EXAMINATIONS**

### **FIRST YEAR EXAMINATION FOR THE AWARD OF THE CERTIFICATE IN INFORMATION TECHNOLOGY**

**SECOND SEMESTER 2023/2024**

**[JAN – APRIL, 2024]**

**CIT 0109: COMPUTER SUPPORT AND MAINTENANCE**

**STREAM: Y1 S2**

**TIME: 2 HOURS**

**DAY: WEDNESDAY, 12:00 - 2:00 P.M.**

**DATE: 24/04/2024**

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#### **INSTRUCTIONS**

- 1. Do not write anything on this question paper.***
- 2. Answer question ONE (Compulsory) and any other TWO questions.***

#### **QUESTION ONE (COMPULSORY)**

- What is a computer? (2 marks)
- Differentiate between raw data and information? (3 marks)
- Distinguish between system hardware and system software (4 marks)
- Define the term input device and list three examples? (3 marks)
- List three types of portable storage devices (3 marks)
- Distinguish between cold booting and warm booting? (4 marks)
- What is a mouse? State its function in computer system? (3 marks)
- State at least four requirements needed to set up a computer? (3 marks)

#### **QUESTION TWO**

- Write the following acronym in full CPU? (2 marks)
- State the functions of CPU? (3 marks)
- Draw a block diagram of the CPU and its functional units? (8 marks)
- What is the function of heat sink in a computer system? (2 marks)

### **QUESTION THREE**

- a. What is a computer motherboard? (2 marks)
- b. State the function of a power supply unit in a computer system? (3 marks)
- c. Differentiate between primary and secondary memory? (4 marks)
- d. State 3 characteristics of RAM? (3 marks)

### **QUESTION FOUR**

- a. State three internal components of a computer and explain its functions? (6 marks)
- b. What is the function of a computer casing? (3 marks)
- c. Differentiate between flat panel display and CRT monitors (6 marks)

### **QUESTION FIVE**

- a. State three safety rules observed in a Computer lab (4 marks)
- b. What is an electrostatic discharge? How can this be prevented? (3 marks)
- c. What is a port? List three types of ports (4 marks)
- d. What's the function of a fan in a computer? (2 marks)
- e. What is the function of a taskbar?