MACHAKOS UNIVERSITY

University Examinations for 2018/2019

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

FIRST YEAR SECOND SEMESTER EXAMINATION FOR

CRAFT CERTIFICATE IN HOSPITALITY AND TOURISM MANAGEMENT

INTRODUCTION TO ICT

DATE: 24/4/2019   **TIME: 2.30-5.30 PM**

INSTRUCTIONS

Answer **question ONE and any other TWO questions.**

QUESTION ONE (20 MARKS)

a)   Define the following terms as used in computing.

      i.   Computer   (2 marks)

      ii.   Software   (2 marks)

      iii.   User friendly   (2 marks)

      iv.   Internet   (2 marks)

b)   Outline the use of the following shortcut keys as used in Microsoft Word.

      i.   Ctrl + A   (1 mark)

      ii.   Ctrl + B   (1 mark)

      iii.   Ctrl + Z   (1 mark)

      iv.   Ctrl + H   (1 mark)

c)   Outline five symptoms displayed by a computer that is likely to be affected by virus attacks.   (4 marks)

d)   Outline four possible two impacts of computers in the society today.   (4 marks)

e)   Explain four types of application packages that can be installed in a microcomputer giving examples where possible.   (10 marks)

QUESTION TWO (20 MARKS)

a) Explain *four* types of data processing modes as used in ICT. (8 marks)

b) Outline one procedure for inserting a new slide in Ms PowerPoint. (2 marks)

c) Explain *two* types of cables used in computer connection (4 marks)

d) Explain three factors that one can consider when selecting an Internet Service Provider.

(6 marks)

QUESTION THREE (20 MARKS)

a) Outline one procedure of creating/inserting tables in MS word. (4 marks)

b) Edna; Procurement Officer with Express Communications Co. Ltd wants to purchase printers for their new branch in Makindu. Outline four factors he should consider when purchasing these equipment. (4 marks)

c) Explain each of the the following terms as used in Computer Applications.

    i. Data processing (2 marks)

    ii. Formulas (2 marks)

    iii. Functions (2 marks)

    iv. Worksheet (2 marks)

    v. Line spacing (2 marks)

d) Explain *mail merging* feature in computer applications. (2 marks)

QUESTION FOUR (20 MARKS)

a) Mazrui Company Ltd is on a mission to acquire new software for their use in their company. Explain three major benefits that they can have by developing these programs on their own over purchasing from external developer. (6 marks)

b) Mwangaza data handlers have noted with concern that their systems are under constant threat of attack.

    i. Outline four threats to information security. (4 marks)

    ii. Discuss five system controls that an organization may apply on its computing use.

(10 marks)

QUESTION FIVE (20 MARKS)

a) Explain **four** types of alignments used in MS-Word (8 marks)

b) Differentiate between *headers* and *footers* as used in computer applications. (4 marks)

c) Explain the following types as used in ICT.

i.	Browsers	(2 marks)	iii.	Drop cap	(2 marks)
ii.	Search engine	(2 marks)	iv.	Digital marketing	(2 marks)