



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF COMPUTING AND INFORMATION TECHNOLOGY

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN SUPPLY AND CHAIN
MANAGEMENT

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT

SUPPLEMENTARY EXAMINATION FOR DIPLOMA IN HUMAN RESOURCE
MANAGEMENT

INTRODUCTION TO INFORMATION AND COMMUNICATION TECHNOLOGY

DATE: 21/1/2021

TIME: 8:30 – 10:30 AM

INSTRUCTIONS

Answer Question One Compulsory and any other two questions from section B

Section A:

QUESTION ONE

- a) Define the term computer. (2 marks)
- b) With the aid of diagrams, discuss five types of network topologies. (10 marks)
- c) List four types of pointing devices as used in computers. (4 marks)
- d) Differentiate between spreadsheets and word processing as used in I.C.T. (4 marks)
- e) Explain two roles played by I.C.T in businesses. (4 marks)
- f) Discuss the *three* components of the CPU. (6 marks)

SECTION B

QUESTION TWO

- a) Explain *four* types of data processing modes as used in ICT. (8 marks)
- b) Outline any one of inserting a new slide in Ms PowerPoint. (2 marks)
- c) Explain *two* types of cables used in computer connection (4 marks)
- d) Describe any three factors that one can consider when selecting an Internet Service Provider. (6 marks)

QUESTION THREE

- a) Describe **three** functions of operating systems as used in computer software (6 marks)
- b) Edna; Procurement Officer with Express Communications Co. Ltd wants to purchase new computers for their new branch in Machakos city. Other than cost, outline four factors he should consider when purchasing the computers. (4 marks)
- c) With the aid of a well label block diagram, outline the components of a digital computer system. (8 marks)
- d) Define the term “**Information Communication Technology**” as used in today’s life. (2 marks)

QUESTION FOUR

- a) List **four** examples of database programs available in the market today. (2 marks)
- b) Mactech Company Ltd is on a mission to purchase new software for their use in their company. Other than cost, explain any **three** factors they should consider when purchasing the programs. (6 marks)
- c) Outline any four factors why employees can resist implementation of the use of computers or information systems in an organization. (4 marks)
- d) The I.C.T personnel within Machakos University have noted with concern that the spread of computer virus within the campus is alarming:-
 - i. Define the term **ergonomics** (2 marks)
 - ii. Outline any **three** possible sources of computer virus within the institutions computers (6 marks)

QUESTION FIVE

- a) Briefly explain the **four** types of alignments used in MS-Word (8 marks)
- b) Explain any two ways of coping with emerging trends in I.C.T. (4 marks)
- c) Explain the following types as used in ICT.
 - i) E-Commerce (2 marks)
 - ii) Browsers (2 marks)
 - iii) Search engine (2 marks)
 - iv) Digital marketing (2 marks)