

UP



(University of Choice)

MASINDE MULIRO UNIVERSITY OF

SCIENCE AND TECHNOLOGY

(MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR SEMESTER II

FOR THE DIPLOMA

IN

INFORMATION TECHNOLOGY

COURSE CODE: DIT 050

COURSE TITLE: IT ESSENTIALS

DATE: Friday 29/04/2022

TIME: 12:00-1:30p.m

INSTRUCTIONS TO CANDIDATES

Answer **QUESTION ONE** and **ANY OTHER TWO** questions.

TIME: 1 Hour 30 Minutes

MMUST observes **ZERO** tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over. ▲

QUESTION 1 (24 Marks)

- a) Define software (1mk)
- b) State three characteristics of a computer (3mks)
- c) Briefly describe the various components making up a computer system (4mks)
- d) State any three tips on how you can secure your mobile device. (3mks)
- e) State three ways you use to improve on your ICT skills. (3mks)
- f) Brian is an office admin at the school of arts and social services. He complains a lot about his computer being slow, as an IT officer, explain to him what might be the problem and provide a possible solution to the problem identified. (4mks)
- g) Explain any three types of software licenses. (3mks)
- h) State three causes of computer virus. (3mks)

QUESTION 2 (18 Marks)

- a) Describe the cause and the possible solution to each of the following scenarios in computer repair and maintenance . (10mks)
 - i). Slow computer
 - ii). Non-system disk or disk error at boot
 - iii). Keyboard/mouse does not work
 - iv). Nothing appears on the monitor
 - v). Windows does not start successfully or repeatedly displays a blue screen
- b) Describe how computers are applied in the following sector (8mks)
 - i. Education
 - ii. Healthcare
 - iii. Military
 - iv. Agriculture

QUESTION 3 (18 Marks)

- a) Describe the following terms as used in IT Essentials: (2mks)
 - i) Social engineering. (2mks)
 - ii) Phishing. (2mks)
 - iii) Pharming. (2mks)
 - iv) Eavesdropping. (2mks)
 - v) Spoofing. (2mks)
- b) It has been noted that the computers of employees who use removable flash drives are being infected with viruses and other malware. Which three actions can help prevent this problem in the future? (3mks)
- c) There are various methods you can use to help stop hackers from accessing your computer files and data. Discuss. (3mks)
- d) State two advantages of biometric authentication. (2mks)

QUESTION 4 (18 Marks)

- a) What is an Operating System? (2mks)
- b) State three functions of the Operating System. (3mks)
- c) Define the following terms giving examples in each case. (6mks)
 - i. System software
 - ii. Application software
 - iii. Utility software
- d) Describe the three types of Operating System Interfaces giving examples of operating system in each. (3mks)
- e) State and explain the four types of computers. (4mks)

QUESTION 5 (18 Marks)

- a) Discuss the impacts of ICT on employment. (10mks)
- e) The internet provides us with lots of different ways in which we can communicate with each other. Briefly discuss the dangers of communicating over the internet and how you can overcome them. (8mks)