



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

MAIN CAMPUS

**UNIVERSITY SPECIAL/SUPPLEMENTARY EXAMINATIONS  
2021/2022 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS**

**FOR THE CERTIFICATE  
IN  
INFORMATION TECHNOLOGY**

**COURSE CODE:** ITC 010

**COURSE TITLE:** INTRODUCTION TO ICT

**DATE:** Monday 1/08/2022

**TIME:** 8:00a.m-9:30a.m

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**INSTRUCTIONS TO CANDIDATES**

Answer Question ONE (1) and ANY OTHER TWO (2) questions

**TIME:** 1 Hour 30 Minutes

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over. ►

**Question One (24mks)-Compulsory**

- a. Define the following terms and give examples where appropriate: (8mks)
- i. ICT
  - ii. Computer
  - iii. Software
  - iv. Network
- b. Differentiate between computer hardware and computer software and giving an example of each. (3mks)
- c. Outline FOUR characteristics of computers (4mks)
- d. Define the term Applications Software? Give examples of Applications Software (2mks)
- e. State the FIVE components of a computer system. (5mks)
- f. State TWO key factors you should consider when acquiring new computers? (2mks)

**Question Two (18mks)**

- a. Giving examples, distinguish between primary and secondary storage. (4mks)
- b. Using a suitable diagram describe the physical components that make up a modern computer system and give examples. (8mks)
- c. Troubleshooting is a term used in relation to computers.
- i. Define the term "Troubleshooting". (1mk)
  - ii. Outline the steps of troubleshooting a device. (5mks)

**Question Three (18mks)**

- a. Explain any FOUR importance of networks. (4mks)
- b. Network devices can be arranged in a wide range of topologies.
- i. Describe ONE such network topology. (2mks)
  - ii. Illustrate using a well-labelled diagram the above topology. (4mks)
  - iii. Outline at least ONE advantage and ONE disadvantage of the above topology (2mks)
- c. Explain THREE disadvantages of networks. (6mks)

**Question Four (18mks)**

- a. Describe TWO examples of computer professionals and the core responsibility in the organization. (4mks)
- b. State two examples of system software and briefly explain their functions in a computer system (6mks)
- c. **Discuss** the positive impact of ICT in society. (8mks)
- d. Explain **THREE** trends in ICT and its use in the present society. (6mks)

**Question Five (18mks)**

- a. The use of computers has an impact on the health of frequent computer users. Discuss. (8mks)
- b. Describe using examples ways of protecting data and computers in an organization. (10mks)