(University of Choice)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

SPECIAL/SUPPLEMENTARY EXAM

FOR THE CERTIFICATE

OF

INFORMATION TECHNOLOGY

COURSE CODE: ITC 011

COURSE TITLE: INTRODUCTION TO INFORMATION SYSTEMS

DATE: 02/08/2022   **TIME:** 8AM – 9:30AM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer THREE (3) questions in total.
TIME: 1Hr 30 Min

MMUST observes ZERO tolerance to examination cheating

QUESTION ONE (24 MARKS) -Compulsory
   a) Define the following terms   (4 marks)

     i.   Spreadsheet
    ii.   Operating system
   iii.   System
   iv.   Information

   b) Discuss any THREE formatting and any THREE editing features in Ms. Word   (6 marks)
   c) Explain the functions of the following key combinations performed in Ms-Word
                                               (4 Marks)

     i.   Ctrl + P
    ii.   Ctrl + Z
   iii.   Ctrl + X
   iv.   Ctrl + V

   d) Discuss ESS and DSS systems and their application in business.   (10 Marks)

SECTION B –Answer any two questions in this section
QUESTION TWO (18 MARK)

   a. Compare and contrast manual and electronic spreadsheets   (5 Marks)
   b. Having been given scores for five courses, describe how you will present the scores in a
     Pie chart   (6 Marks)
   c. Study the Excel table below and answer the following question

	A	B	C	D	E	F	G	H
	Name	DIT 010	DIT 011	DIT 012	Total	Average	Remarks	Gender
1	Benjamin	50	60	90		**C**	**D**(Using Average)	M
2	Hannah	30	60	55				F
3	Bernice	60	45	68				F
4	Mike	67	33	43				M
5	Jayden	45	80	67				M
6	Sam	90	75	77				M
8	CountIf	**A (Score> 60)**						
9	SumIf		**E (Criteria "F")**					

10	TOTAL		**B**					

Write the formulas to calculate results in cells indicated by A, B, C, D and E   (7 Marks)
Note: For remarks, grading is as follows: >=70 Grade is A; >=60 Grade is B;
>=50 Grade is C; >=40 Grade is D and <40 Grade is Fail.

QUESTION THREE (18 MARKS)

a) Distinguish between system software and application software.   (10 Marks)

b) Discuss any FOUR functions of Operating System.   (8 Marks)

QUESTION FOUR (18 MARKS)

a) A system has FIVE basic interacting components or functions. Briefly discuss these components
    (10 marks)

b) Information is very key in the success of any business. Discuss any FOUR attributes of content dimension   (8 Marks)

QUESTION FIVE (18 MARKS)

a) Define the term file management.   (2 Marks)
b) Define the following terms as used in File management   (5 Marks)
  i. Drive
  ii. Directory
  iii. Zipping
  iv. File Path
  v. File Extension
c) Highlight the steps of creating a folder   (4 Marks)
d) A Windows operating system organizes its drives, folders and files in a hierarchical folder structure. Using a well labeled diagram describe the folder's hierarchical structure.   (7 Marks)