Name: _____ Index No._____

2920/101
**INTRODUCTION TO INFORMATION
COMMUNICATION TECHNOLOGY
AND ETHICS**
November 2015
Time: 3 hours

Candidate's Signature: _____

Date _____

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE I

INTRODUCTION TO INFORMATION COMMUNICATION
TECHNOLOGY AND ETHICS

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number on the question paper in the spaces provided above.
Sign and write the date of examination in the spaces provided above.
*Answer any **FIVE** of the **EIGHT** questions in this paper in the spaces provided.*
Candidates should answer the questions in English.

For Examiner's Use Only

Question	1	2	3	4	5	6	7	8	Total Score
Candidate's Score									

This paper consists of 14 printed pages.

**Candidates should check the question paper to ascertain that all the
pages are printed as indicated and that no questions are missing.**

Turn over

1. (a) Explain each of the following terms as used in computers:

    (i)   wikis;   (2 marks)

    (ii)   blog.   (2 marks)

(b) Sawa Company Ltd. are experiencing internal hacking of their computer system. Outline **four** possible root causes of the problem.   (4 marks)

(c) (i) Outline **two** benefits of embracing ICT in learning.   (2 marks)

    (ii)   Distinguish between *stress* and *fatigue*.   (4 marks)

(d) (i) Define the term *lease* as used in computer acquisition.   (2 marks)

(ii)   Keziah was selected as chairperson for an ICT committee in her company. Outline **four** communication skills that she could use during meetings.

(4 marks)

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2.   (a)   Outline **four** types of computer mice.

(4 marks)

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(b)   (i)   Ergonomics awareness education should address all the safety needs of an organization. Outline **four** objectives of such an awareness initiative.

(4 marks)

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(ii)   Daisy-Winds Company Ltd. intends to embrace ergonomic standards in all its computer facilities. Outline **four** benefits that the company could realize from this decision.

(4 marks)

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(c) (i) With the aid of diagrams in each case, explain **two** categories of computer networks based on how information is shared. (4 marks)

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(ii) Explain **two** circumstances that could necessitate the use of hybrid topology in a computer network. (4 marks)

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3. (a) Differentiate between *microcomputer* and *minicomputer*. (4 marks)

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(b) Figure 1 shows typical port signs that could found in a computer system. Outline the function of each of the port signs labeled (i) and (ii). (4 marks)
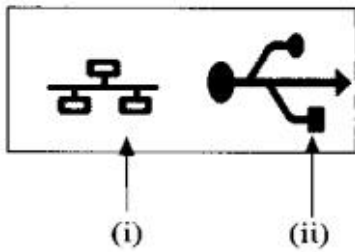
Figure 1

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(c) Tash was invited to give a lecture on the use of ICT at a conference in a college. Assume she consulted you, outline **six** qualities of a good public speaker that you could have suggested to her. (6 marks)

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(d) Salome noted that a good number of her friends were using pirated software. Explain **three** categories of risks that are likely to affect their computers. (6 marks)

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4. (a) Outline **three** measures that could be used in an organization to mitigate conflict of interest with its staff. (3 mark)

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(b) Explain **three** advantages of embracing ICT ethics in organizations. (6 marks)

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(c) (i) Outline **two** challenges of computers at home. (2 marks)

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(ii) Magnetic disks are popular computer storage medium. Outline **three** advantages of this storage medium. (3 marks)

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(d) Norah was required to describe the categories of computer keys in an examination. Describe **three** categories that she was likely to mention (6 marks)

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5. (a) (i) Outline **three** examples of scanners that can be used with computers.

(3 marks)

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(ii) Distinguish between _RAM_ and ROM as used in computers. (4 marks)

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(b)   Explain **three** benefits that an organization could realize by embracing green computing.   (6 marks)

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(c)   (i)   Outline **three** reasons that could necessitate organizations to initiate social responsibility projects .   (3 marks)

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(ii)   A lecturer intends to install computer software. Explain **two** categories of software that he could install.   (4 marks)

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6. (a) Explain each of the following types of computers:

(i) analog; (2 marks)

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(ii) hybrid. (2 marks)

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(b) Differentiate between *computer systems implementer* and *computer systems analyst*. (4 marks)

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(c) With the aid of a diagram, describe the functional components of a system unit. (4 marks)

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(d) (i) Jorum was seeking advice from his friends on how to manage work conflict. Outline **four** measures of managing work conflict that he is likely to have been advised. (4 marks)

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(ii)   Nancy was required to identify functions of an operating system during a job
        interview. Outline **four** functions that she could have identified.   (4 marks)

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7.   (a)   Explain each of the following terms as used in hardware acquisition:

             (i)   warranty;   (2 marks)

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             (ii)   interoperability.   (2 marks)

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      (b)   Figure 2 shows a typical network topology. Outline the components labeled (i) and (ii).
                                                                             (4 marka)

Figure 2
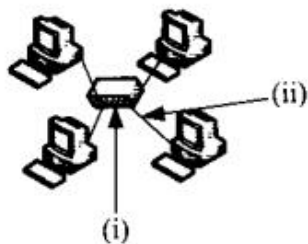
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(c)   Paul was required to formulate computer laboratory safety rules. Outline **four** rules that he was likely to list.   (4 marks)

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(d)   (i)   All computers utilize several types of buses for efficient system communication. Describe **two** typical categories of buses found in computers.   (4 marks)

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         (ii)   Polly, an intern student in a certain college was required to install certain software in all computers in the college. Outline **four** methods of installation that she could have used.   (4 marks)

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8.   (a)   (i)   List **four** recordable versions of digital versatile disk (DVD) that could be found in computers   (2 marks)

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(ii)   Differentiate between *preventive* and *reactive* conflict management techniques.

(4 marks)

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(b)   Explain **two** objectives of computer safety policy in organizations.   (4 marks)

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(c)   Communication software is considered as a vital tool in business. Outline **four** categories of such software that could be found in business firms.   (4 marks)

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(d)   (i)   Data privacy is critical part of information communication technology. Outline **three** measures that an organization could use to realize its data privacy standards.   (3 marks)

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(ii) Facebook has connected the world as one big community. Outline **three** negative impacts that are likely to be associated with its adoption by students.

(3 marks)

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