

061004T4ICT

ICT TECHNICIAN LEVEL 4

IT/OS/ICTA/CR/03/4/A

PERFORM COMPUTER REPAIR AND MAINTENANCE

NOV/DEC 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 2 Hours

INSTRUCTIONS TO CANDIDATE

1. This paper has TWO sections A and B. Attempt questions in each section as per instructions given in the section.
2. You are provided with a separate answer booklet.
3. Marks for each question are indicated in the brackets.
4. Do not write on the question paper

This paper consists of 4 printed pages

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

SECTION A: 10 MARKS

Answer all questions in this section.

1. Missing slot covers on a computer can cause?
 - A. Over heating
 - B. power surges
 - C. EMI.
 - D. incomplete path for ESD
2. What should be the first action when Microsoft Windows Operating System reports that the hard drive is developing bad sectors?
 - A. Replace the hard drive
 - B. Run DIR command from MS DOS
 - C. Run defrag on the hard drive
 - D. Run scandisk with the “thorough” option
3. After installing a sound card, the system locks up when parallel port tape backup unit is also used. What is most likely the problem?
 - A. IRQ
 - B. DMA
 - C. Detective LPT port
 - D. Defective tape driver
4. A Power protection device that includes a battery and provides a few minutes of power, is called _____.
 - A. Surge suppressor
 - B. A line conditioner
 - C. Generator
 - D. UPS
5. An important first step in trouble shooting which component in a laser printer is causing jam is to.
 - A. Check all voltages
 - B. Look up error codes
 - C. Turn ON the printer
 - D. Note where in the paper path the paper stops

6. To prevent computer from overheating one should_____
 - A. Remove the CPU fan
 - B. Keep the computer cover closed
 - C. Remove the slot cover from the back
 - D. Switch off the computer
7. Which of the following would be a logical first step in troubleshooting a PC?
 - A. Check the computer CMOS
 - B. Define the circumstances of the problem
 - C. Call the vendor
 - D. Define what applications are being used
8. Among the following options, what could cause a fixed disk error?
 - A. No-CD installed
 - B. bad ram
 - C. slow processor
 - D. Incorrect CMOS settings
9. The metal or plastic case that holds all the physical parts of the computer is the:
 - A. System unit.
 - B. CPU.
 - C. Mainframe.
 - D. Platform.
10. Which would you do first when troubleshooting a faulty monitor?
 - A. Check its connections to the computer and power source
 - B. Use a meter to check the CRT and internal circuitry for continuity
 - C. Power down the monitor, then turn it on again to see if that corrects the problem
 - D. Power down the computer, then turn it on again to see if that corrects the problem

SECTION B: 40 MARKS

Answer ALL questions in this section

11. Explain any FIVE common faults in computers (10 Marks)
- 12.
- a) What does *computer maintenance* mean? (2 Marks)
 - b) State any FOUR basic computer maintenance tips for PC users. (4 Marks)
 - c) Highlight any TWO potential risks that repair and maintenance worker faces. (4 Marks)
 - d) Outline *any* FOUR general guidelines for repairing or trouble-shooting computers (4 Marks)
 - e) Explain any TWO types of computer maintenance? (4 Marks)
 - f) Explain any TWO reasons why Computer Maintenance is Important. (4 Marks)
- 13.
- a) Define the term does *upgrade* as used in computer hardware. (2 Marks)
 - b) Differentiate between *upgrade* and *update* and give relevant example in each case respectively. (4 Marks)
 - c) Highlight any TWO advantages and of computer hardware upgrade. (2 Marks)

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