061005T4ICT

ICT TECHNICIAN LEVEL 5

IT/OS/ICT/CR/2/5

INSTALL COMPUTER SOFTWARE

July/Aug 2023

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

WRITTEN ASSESSMENT

Time: 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This paper has THREE sections **A**, **B** and **C.**
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of 7 printed pages.

Candidates should check the question paper to ascertain that all the pages

are printed as indicated and that no questions are missing

SECTION A (20 MARKS)

*Answer **all** questions in this section.*

1. A computer program that installs files, such as applications, drivers, or other software, onto a computer is called_____.   (1 Mark)

   A. Windows

   B. Set up program

   C. Defragmenter

   D. Word processing

2. Operating system identifies and controls hardware in coordination with _____.(1 Mark)

   A. power cable

   B. mouse

   C. SMPS

   D. BIOS

3. Maintaining software integrity is important. _____is an aspect of software configuration used to achieve this.   (1 Mark)

   A. Version control

   B. User interface design

   C. Database management

   D. Hardware compatibility testing

4. Why is it essential to check for software prerequisites before installation   (1 Mark)

   A. To determine the software cost

   B. To verify the software licensing terms

   C. To ensure software can be run on the system

   D. To choose the software's installation directory

5. _____is a software testing technique which involves identifying and eliminating unnecessary codes and improving code readability   (1 Mark)

   A. Code Refactoring

   B. Unit testing

   C. Performance optimization

   D. Error handling

6. The primary goal of software testing is_____. (1 Mark)

   A. Finding and fixing defects in the software;

   B. Ensuring 100% code coverage;

   C. To ensure the quality and reliability of the software.

   D. To eliminate need of software maintenance.

7. A software which provides a platform for other software's to run on is known as

   (1 Mark)

   A. Application software

   B. System software

   C. Utility software

   D. Firmware.

8. Why is user training essential in an organization (1 Mark)

   A. To increase employee productivity

   B. To eliminate need of user support

   C. To reduce cost of software production

   D. To replace user manual and documentation

9. Which of the following is key benefit of implanting software configuration (1 Mark)

   A. Increase software development time

   B. Enhance software security

   C. Reduce software functionality

   D. Limit software scalability.

10. A software acquisition method that involves developing software in-house from scratch is

    (1 Mark)

    A. Commercial of-the shelf

    B. Open source

    C. Custom development

    D. Software as a service

11. Software is classified according to_____. (1 Mark)

    A. Resource requirements, functionality and the type of computer

    B. Functionality, purpose, duty and resource requirement

    C. Functionality, resource requirement and use

    D. Purpose intended for, cost effectiveness, use and resource requirement

12. _____known as an "intermediary" serves as a bridge between a computer user and the hardware of the computer. (1 Mark)

    A. Software

    B. Hardware

    C. Operating system

    D. Driver

13. Which testing technique aims to evaluate the software behavior under unusually high workloads or resources constrain (1 Mark)

    A. Performance testing

    B. Usability testing

    C. Functional testing

    D. Stress testing

14. A program in execution is called (1 Mark)

    A. Process

    B. Instruction

    C. Procedure

    D. Function

15. Which of the following is a list of system data backup? (1 Mark)

    A. Full, differential, incremental

    B. Differential, synthetic, full

    C. Digital, mirroring, full

    D. Differential, synthetic, digital

16. When installing a software on network, what crucial consideration should you make (1 Mark)

    A. Available software version.

    B. Number of user accounts

    C. Type of internet connection

    D. Network bandwidth and capacity

17. The type of software which is embedded in hardware devices and is responsible for controlling their operation is? (1 Mark)

    A. System software

    B. Application software

    C. Utility software

    D. Firmware software

18. _____ is the type of training that involves hands-on skills and interaction with the software (1 Mark)

   A. Online training

   B. Classroom training

   C. Webinar

   D. Documentation reading

19. A file included in the installation package that contains instructions on how to install a program is (1 Mark)

   A. README

   B. Product key

   C. Setup

   D. EXE

20. ____ is a software that controls a particular type of device plugged in a computer (1 Mark)

   A. Device driver

   B. Operating system

   C. Windows

   D. Utility software

SECTION B (40 MARKS)

Answer *All* questions in this section.

21. Software testing acts as a tool for examining the behavior of the software. List FOUR benefits of software testing to an organization. (4 Marks)

22. Software upgrade is essential as it improves the software integrity and functionality to benefit the user. Outline THREE factors to consider before performing software upgrade.

(3 Marks)

23. Software configuration management (SCM) is a systematic process of managing software system changes. Describe any TWO components of SCM. (4 Marks)

24. Installation manual is an important document which provides guidelines on how a specific software is installed. State FOUR reasons for having a software installation manual. (4 Marks)

25. A company was planning on introducing a software system in their organization. Outline THREE main benefits of the system to the company. (3 Marks)

26. Data back-up is a common practice in all organizations. Highlight FOUR factors that would necessitate data back-up in an organization. (4 Marks)

27. When choosing a software installation file, several factors should be considered to ensure smooth and reliable installation process. Identify FOUR factors to be considered

(4 Marks)

28. A user vender agreement is a legal contract between the user and the vendor and cuts across different software models and business needs. Enumerate FOUR types of user vender agreement. (4 Marks)

29. When purchasing software, it is important to consider several factors to ensure that you choose the software that best meets your needs. State FOUR factors you should consider.

(4 Marks)

30. Software's are usually categorized into three main categories. State the THREE main categories. (3 Marks)

31. When a software is tested, a report is generated. Highlight THREE benefits of the report.

(3 Marks)

SECTION C (40 MARKS)

Answer any *TWO* questions in this Section

32.

    a) Having a user vendor agreement benefit both the software vendor and the user by establishing clear terms protecting intellectual property. Discuss THREE benefits of having a user vender agreement to both the vender and the user. (9 Marks)

    b) Several key elements are included in the user vender agreement to establish the software usage. Describe THREE elements of user vender agreement. (6 Marks)

    c) Outline FIVE hardware factors to consider before software installation. (5 Marks)

33.

    a) Define the term software testing. (2 Marks)

    b) Security testing focuses on identifying weaknesses in a software system to ensure it is resistant to potential security threats and attacks. Describe THREE types of security testing. (6 Marks)

    c) Software test report are often used in phases when conducting software test. Describe FOUR types of test report. (8 Marks)

    d) Outline FOUR sources of software installation file. (4 marks)

34.

    a) A company in Nairobi wanted to purchase a software. Describe THREE methods of software acquisition they would consider. (6 Marks)

    b) Discuss FIVE characteristics which a good software must meet before it is deployed in an organization. (10 Marks)

    c) Outline FOUR benefits of user training. (4 Marks)

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