THE KENYA NATIONAL EXAMINATIONS COUNCIL

WRITTEN ASSESSMENT

2 hours

INSTRUCTIONS TO CANDIDATE

*This paper consists of **TWO** sections: A and **B**.*
*Answer **ALL** the questions in section A and **B**.*
Candidates should answer the questions in English.

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This paper consists of FOUR (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 the questions in this section. Each question contains 1 mark)

1. Which of the following software is not an application software?

   A. Computer Aided design

   B. MS-DOS

   C. Spreadsheet

   D. Word processing

2. A program in execution is called?

   A. Process

   B. Instruction

   C. Procedure

   D. Function

3. Windows, Linux, Android, Macintosh etc. are examples of …………….

   A. Hardware

   B. Utility programs

   C. Operating systems

   D. Application software

4. A computer program that installs files, such as applications, drivers, or other software, into a computer is called?

   A. Windows

   B. Setup program

   C. Defragmenter

   D. Word processing

5. Every computer must have at least one ……………. to run other programs.

   A. Keyboard

   B. Mouse

   C. CPU

   D. Operating system

6. System software that controls a particular type of device installed in computer is called?

    A. Device driver

    B. Operating system

    C. Windows

    D. RAM

7. Which of the following is **NOT** a method of acquiring software in an organization?

    A. Freeware

    B. Off-the-shelf package

    C. Tailor made

    D. Cracking

8. ……………… is a file included in the installation package that contains instructions on how to install a program.

    A. README

    B. Product key

    C. Setup

    D. Exe

9. Removing a program and its associated files from a computer hard drive is called?

    A. Deleting

    B. Uninstalling

    C. Scanning

    D. None of the above

10. A ……….... is required after the installation process to enable the system to update or change the relevant files.

    A. Rest

    B. Log off

    C. Sleep

    D. Restart

SECTION B (40 MARKS)

Answer ALL the questions in this section.

11. Explain the term computer software. (2 Marks)

12. System software performs a variety of fundamental operations that avail computer resources to the user**.** List **THREE** types of such software. (3 Marks)

13. Joshua was tasked to install Microsoft Office 2013 software during a practical lesson. Outline **FOUR** software installation sources he might use to achieve this. (4 Marks)

14. Outline **FOUR** Advantages of standard software over in- house developed software.

    (4 Marks)

15. An ICT company was testing a new software installed on their computers. Explain **THREE** benefits of testing their software after installation. (6 Marks)

16. Explain the following terms as used in computer software. (6 Marks)

    i)   Software documentation
    ii) Software upgrade
    iii) Software update

17. When a company acquires a new software, end-user training is often necessary. Identify **FIVE** benefits of this training. (5 Marks)

18. Outline **THREE** factors that one would consider before performing a software update.

    (3 Marks)

19. Software licenses can have a significant impact on the choice of software to acquire. Explain **TWO** main types of such licenses. (4 Marks)

20. You have been tasked to install an operating system in a new computer. Outline **THREE** installation requirements you will consider before starting the task. (3 Marks)

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