

**061006T4ICT**

**ICT TECHNICIAN LEVEL 6**

**IT/OS/ICT/CR/4/6**

**Perform ICT System Support**

**March/April 2025**



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

**PRACTICAL ASSESSMENT**

**Time: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE:**

a) You are required to perform the following tasks

- i. *Connect computer to the network*
- ii. *Perform hardware Troubleshooting*

b) You have been provided with the following resources for the practical tasks:

- *Desktop computer installed with a windows operating system.*
- *Crimping and cutting Tool*
- *Cable Stripper and Tester*
- *Keyboard cleaning materials*
- *Ethernet Cable*
- *RJ45 Connectors*
- *Network Switch or Router*
- *Faulty external keyboard*
- *Antistatic gloves*

### **Task 1: Connect computer to the network**

Your desktop computer in the office is not connected to the institution network. As an ICT Support staff:

- a) Create a folder called CDACC EXAM on the desktop
- b) Crimp an appropriate length of Ethernet cable and use it to connect to the network.
- c) Test the connectivity of your computer to the network using a ping command and note the result of the test.
- d) Using Ms. Word, document the steps taken during the test and save it as TASK1 in the CDACC EXAM folder.

### **Task 2: Perform hardware Troubleshooting**

Chris reports to you that his keyboard is unresponsive, with some keys not functioning properly. Assuming the keyboard on the computer you are provided with is non-responsive.

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- a) Demonstrate all the possible steps you would take to try to troubleshoot and resolve the issue.
- b) Generate a report by creating a word document outlining the steps you used in carrying out the test on the keyboard and provide useful recommendations as a troubleshooting guide for Chris in case the issue recurs.
- c) Save the document in the EXAM folder on the desktop and name it KEYBOARD