

061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/2/6

Install Computer Software

March/April 2025



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

WRITTEN ASSESSMENT

Printed By: Ramogi Institute Of Advanced Technology

Date: 26.03.2025 10:42 AM

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A** and **ANY THREE** (3) questions in section **B**.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet
5. Do not write on the question paper.

This paper consists of THREE (3) 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 (40 MARKS)

Answer ALL the questions in this section.

1. Application software are designed to help a user to accomplish a given task. Outline THREE categories of such software. (3 Marks)
2. End user training plan is a document used to conduct training to the user for a given system software. List THREE key features of such the document. (3 Marks)
3. When introducing new software in organization user training is usually conducted. Highlight FOUR benefits of conducting such training. (4 Marks)
4. A trainer was informed to back up data before performing system software installation. Outline THREE data backup techniques he would use. (3 Marks)
5. Edith advised her ICT Technician Level 6 classmates to test their developed software before implementation. Highlight FOUR importance of software testing. (4 Marks)
6. Software upgrade and software update are two common phrases used in software installation processes. Differentiate between the two terminologies. (4 Marks)
7. Configuration audits are conducted at the end of each life cycle phase in software configuration. Outline FOUR items that the audits verify. (4 Marks)
8. Jane was using Microsoft windows operating system and a prompt kept popping up reminding her to upgrade the operating system. Explain TWO benefits she will realize from performing the upgrade. (4 Marks)
9. Software activation allows a user to activate and validate the right of use of software. Outline TWO methods that can be used. (2 Marks)
10. Software maintenance is an important process that enables the software to keep up with customer needs. As an ICT expert, elaborate TWO reasons of software maintenance. (4 Marks)
11. Jackson wanted to install software he had bought. Outline THREE hardware factors he would consider before performing the software installation. (3 Marks)
12. Define the term software installation. (2 Marks)

SECTION B (60 MARKS)

Answer Any THREE Questions in This Section

13. a) Device management in operating systems plays a critical role in ensuring the effective and efficient use of hardware resources. Explain its FOUR importance. (8 Marks)
- b) Highlight FOUR functions of an operating system. (4 Marks)
- c) Security management in operating systems is very crucial. Explain FOUR importance of this management in operating systems. (8 Marks)
14. a) Computer software legal requirements are laws, regulations and policies that govern the creation, distribution, use and protection of software. Discuss SIX aspects of these legal requirements. (12 Marks)
- b) Data protection plays a critical role during software installation process. Describe FOUR reasons why data protection is crucial during this process. (8 Marks)
15. a) An ICT technician acquired software using Off-The-Shelf method. Explain FOUR advantage of this method. (8 Marks)
- b) After performing software installation, your supervisor asked you to configure the software according to the company's need. Describe THREE activities you are likely to carry out as a part of software configuration. (9 Marks)
- c) A software development company contracted you to perform software testing for their newly developed software before it is released to the market. Outline THREE methods you would use to conduct the test. (3 Marks)
16. a) John wanted to install software in his computer. Explain FOUR software installation methods he would employ to accomplish the task. (8 Marks)
- b) Different software's providers offer different interfaces to a user. Describe THREE commonly used software interfaces of operating system. (6 Marks)
- c) End User License Agreement (EULA) is a legal contract document between a seller and a buyer of software used to clarify terms of usage of software. Explain THREE types of such legal document. (6 Marks)