1902/104A, 1903/104A, 1906/104A,
1908/104A, 1909/104A, 1916/104A,
1918/104A, 1919/104A, 1922/104A,
1923/104A
INFORMATION COMMUNICATION
TECHNOLOGY (Theory)
July 2016
Time: 1 hour

# THE KENYA NATIONAL EXAMINATIONS COUNCIL

## CRAFT CERTIFICATE IN SALES AND MARKETING
## CRAFT CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT
## CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
## CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
## CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
## CRAFT CERTIFICATE IN MARITIME TRANSPORT MANAGEMENT
## CRAFT CERTIFICATE IN TOUR GUIDING AND OPERATIONS
## CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS
## CRAFT CERTIFICATE IN PROJECT MANAGEMENT
## CRAFT CERTIFICATE IN CLERICAL OPERATIONS

### MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (Theory)

Paper 1

1 hour

## INSTRUCTIONS TO CANDIDATES

*Answer ALL the questions in the answer booklet provided.*
*Candidates should answer the questions in English.*

This paper consists of 3 printed pages

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

Turn over

1. Differentiate between *optical* disk and *magnetic* disk as used in computer storage, giving an example in each case. (4 marks)

2. (a) A computer technician intends to buy a memory card of a computer. Outline **two** functions that the memory would perform within the computer system. (2 marks)

   (b) Outline **two** examples of direct input devices of computer systems. (2 marks)

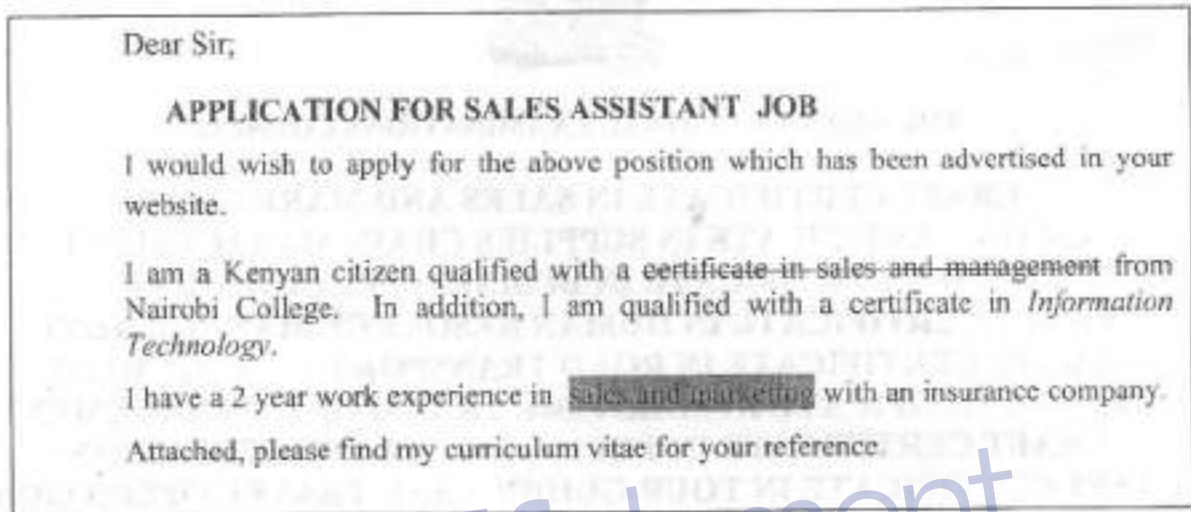3. Joseph typed the document in figure 1 using a word processing program.

   Dear Sir,

   **APPLICATION FOR SALES ASSISTANT JOB**

   I would wish to apply for the above position which has been advertised in your website.

   I am a Kenyan citizen qualified with a certificate in sales and management from Nairobi College. In addition, I am qualified with a certificate in *Information Technology*.

   I have a 2 year work experience in Sales and marketing with an insurance company.

   Attached, please find my curriculum vitae for your reference.

   Figure 1

   (a) Outline **four** text formatting features he applied on the document. (2 marks)

   (b) Joseph intends to create the same letter for many prospective employers. Explain a word processing feature he would use to achieve his objective. (2 marks)

4. Joel has been invited to present a paper on the "Application of IT in marketing". He prefers to use a presentation program over a word processing program during the paper preparation.

   (a) Outline **two** reasons for his preference. (2 marks)
   (b) Joel applied *handout* option feature during printing. Explain a reason why he would use the option. (2 marks)

5. Explain the function of each of the following utility programs in a computer system:

   (a) device drivers; (2 marks)
   (b) drive formatter. (2 marks)

6. Figure 1 is a spreadsheet extract showing credit sales from Jessica's shop. Use it to answer the questions that follow.

| | A | B | C | D | E |
|---|---|---|---|---|---|
| 1 | | JESSICA SHOP CREDIT ANALYSIS | | | |
| 2 | Item Name | Items | Quantity Sold | Price/Item (Kshs) | Credit Amount |
| 3 | Mary K. | Bread | 10 | 30 | |
| 4 | Tom W. | Sugar | 40 | 120 | |
| 5 | Linnet P. | Sugar | 20 | 120 | |
| 6 | Henry A. | Cooking Oil | 2 | 320 | |
| 7 | Baba Jane | Bar soaps | 10 | 130 | |
| 8 | | | | | |

Figure 1

(a) Write an appropriate formula that would be used to compute the *credit amount* owed by Mary K.

(1 mark)

(b) Differentiate between *sum* and *sum if* functions as used with spreadsheets.

(2 marks)

(c) Using an appropriate function, write a formular that would determine the highest *credit amount*.

(1 mark)

7. A company intends to install a Local Area Network using *ring topology*. With the aid of a diagram, describe the topology.

(4marks)

8. (a) Outline **two** advantages of using *indexed sequential* method of file organization in a computer system.

(2 marks)

(b) A company is concerned about the spread of computer viruses on their computer network, outline **two** measures the company can adopt to control this threat.

(2 marks)

9. (a) Distinguish between *metropolitan area network* (MAN) and *wide area network* (WAN) as used in computer networking.

(2 marks)

(b) · A five star hotel has decided to pay its suppliers using an electronic payment method. Explain **two** benefits the hotel would realize from this decision.

(2 marks)

10. Explain the function of each of the following computer network devices:

(a) modem;

(2 marks)

(b) router.

(2 marks)

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