

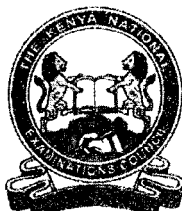
1902/104A, 1903/104A, 1906/104A, 1907/104A,  
1908/104A, 1909/104A, 1916/104A, 1918/104A,  
1919/104A, 1922/104A, 1923/104A, 1926/104A,  
1927/104A

**INFORMATION COMMUNICATION**

**TECHNOLOGY (Theory)**

**November 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 COOPERATIVE MANAGEMENT**  
**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT**  
**CRAFT CERTIFICATE IN MARITIME TRANSPORT OPERATIONS**  
**CRAFT CERTIFICATE IN TOURISM MANAGEMENT**  
**CRAFT CERTIFICATE IN TOUR GUIDING MANAGEMENT**  
**CRAFT CERTIFICATE IN PETROLEUM MANAGEMENT**  
**CRAFT CERTIFICATE IN CLERICAL OPERATIONS**  
**CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**  
**CRAFT CERTIFICATE IN DISASTER MANAGEMENT**

**INFORMATION COMMUNICATION TECHNOLOGY (Theory)**

**1 hour**

## **INSTRUCTIONS TO CANDIDATES**

*Answer all the questions in the answer booklet provided.*

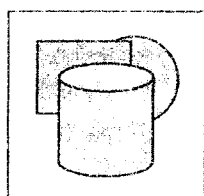
*ALL questions carry equal marks.*

*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.**

1. (a) List **four** examples of impact printers used in organizations. (2 marks)  
 (b) Explain the term *formatting* as used in word processing. (2 marks)
2. The Management at Theer Ltd. intends to automate its customer care section in order to improve its image. Explain **two** office automation communication services that are likely to be introduced. (4 marks)
3. With the aid of a block diagram, outline the typical categories of the computer keyboard keys. (4 marks)
4. A Secretary in a Tour's company has been advised to procure a word processing program for her work. Explain **two** uses of this program. (4 marks)
5. (a) Outline **two** types of computer buses. *analogue*  
*digital* (2 marks)  
 (b) A business manager in a certain company is fond of using off the shelf software for its operations. Outline **two** advantages of this software that could influence this trend. (2 marks)
6. (a) Explain the term *user files* as used in computers. (2 marks)  
*it is the directory that used to find the files*  
 (b) Jotham has discovered that his laptop is infected with viruses. Outline **two** possible symptoms that the laptop could exhibit to show it is infected. (2 marks)
7. With the aid of a diagram, describe bus topology as used with computer systems. (4 marks)
8. (a) Distinguish between *transition speed* and *transition sound* as used in presentation programs. (2 marks)  
 (b) Figure 1 shows a typical feature used in a presentation program. Explain the function of this feature. (2 marks)



*excel*

Figure 1

1902/104A, 1903/104A, 1906/104A, 1907/104A  
 1908/104A, 1909/104A, 1916/104A, 1918/104A  
 1919/104A, 1922/104A, 1923/104A, 1926/104A  
 1927/104A

9. (a) Explain the circumstance under which the *e-billing* is used in organizations. (2 marks)
- (b) The family of Mr. Johnson intends to install wired computer network around their house. Explain **one** challenge that they face in this activity. (2 marks)
10. Describe the procedure that could be used to introduce a theme in a presentation document. (4 marks)

THIS IS THE LAST PRINTED PAGE.



2/10/16