

2902/103A, 2903/103A, 2906/103A, 2907/103A, 2908/103A, 2909/103A,
2912/103A, 2913/103A, 2918/103A, 2921/103A, 2922/103A, 2925/103A,
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**INFORMATION COMMUNICATION
TECHNOLOGY (THEORY)**

Paper 1

November 2018

Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN SALES AND MARKETING
DIPLOMA IN SUPPLY CHAIN MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN COOPERATIVE MANAGEMENT
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN ROADS TRANSPORT MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN INFORMATION SCIENCE
DIPLOMA IN TOUR GUIDING MANAGEMENT
DIPLOMA IN PETROLEUM MANAGEMENT
DIPLOMA IN PROJECT MANAGEMENT
DIPLOMA IN MARITIME TRANSPORT LOGISTICS
DIPLOMA IN DISASTER MANAGEMENT
DIPLOMA IN PRINT JOURNALISM
DIPLOMA IN BROADCAST JOURNALISM
DIPLOMA IN DIGITAL JOURNALISM**

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (THEORY)

Paper 1

2 hours

INSTRUCTIONS TO CANDIDATES

This paper consists of SIX questions.

Answer any FOUR of the SIX 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) Outline **three** uses of a computer in a transport company. (3 marks)
- (b) (i) Differentiate between special and functional computer keyboard keys giving an example in each case. (4 marks)
- (ii) Irene would like to upgrade the microprocessor in her laptop. Explain two factors, other than cost, she should consider when selecting the microprocessor. (4 marks)
- (c) With the aid of an example in each, explain **two** categories of application software. (4 marks)
2. (a) Explain the circumstance under which each of the following input devices are most applicable:
 - (i) pointing;
 - (ii) scanning. (4 marks)
- (b) Explain **two** functions of operating systems in mobile phones. (4 marks)
- (c) (i) Outline **three** types of computer buses. (3 marks)
- (ii) Describe the procedure that could be used to customize the screen saver on the computer. (4 marks)
3. (a) (i) State **four paragraph alignments** that could be applied in a word document. (2 marks)
- (ii) Outline **two** page orientations used in word documents. (2 marks)
- (b) Differentiate between *name box* and *formula bar* as used in spreadsheet programs. (4 marks)
- (c) (i) Explain two advantages of the batch data processing method. (3 marks)
- (ii) With the aid of a diagram, outline the logical components of a computer file. (4 marks)
4. (a) (i) Explain the function of the *mail merge* feature in word processing programs. (2 marks)
- (ii) Describe the procedure a marketer could use to create a table of contents in a word processing program. (4 marks)
- (b) Write the general syntax for each of the following functions as used in spreadsheets:
 - (i) countif();
 - (ii) left(). (4 marks)
- (c) Peter intends to design a database system for a petroleum firm. Outline **five** types of fields he is likely to use. (5 marks)
5. (a) Distinguish between *logical* and *physical* security measures as applied in database systems. (3 marks)

- (b) (i) State **four** computer network equipment other than computers. (2 marks)
- (ii) With the aid of a diagram, describe the LAN topology that uses a token for media access. (4 marks)
- (c) With the aid of sketches, describe **three** slide layouts as used in presentation programs: (6 marks)

6. (a) (i) Computer networks have changed the business world. Outline **two** benefits of the networks in courier companies. (2 marks)
- (ii) The management of Holya Road Transport Ltd. has resolved to install Internet services in all their branches. Explain **two** services that the employees and clients of the company will enjoy. (4 marks)

- (b) Figure 1 shows typical features in a presentation program. Explain the function of each of the features labeled (i) and (ii). (4 marks)



Figure 1

- (c) (i) State **four** examples of internet browsers. (2 marks)
- (ii) Many computer users are challenged with the emerging trends in application software. State **three** examples of the challenges experienced by novice users. (3 marks)

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