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1908/104A, 1909/104A, 1916/104A, 1918/104A,
1919/104A, 1922/104A, 1923/104A, 1924/104A,
1925/104A, 1926/104A
INFORMATION COMMUNICATION
TECHNOLOGY (THEORY)
Paper 1
November 2018
Time: 1 hour

THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLIES MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
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MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (THEORY)

Paper 1

1 hour

INSTRUCTIONS TO CANDIDATES

This paper consists of TEN questions.
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.

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Turn over

1. Explain the following terms as used in Information Communication Technology:

    (a)   information;   (2 marks)

    (b)   browser.   (2 marks)

2. Amani Company Ltd. intends to acquire application software. Explain each of the factors that could be used to determine the choice of the software:

    (a)   authenticity;   (2 marks)

    (b)   portability.   (2 marks)

3. (a) Figure 1 shows a typical tool used in a word processing program. Explain the function of the tool.   (2 marks)

Figure 1

    (b)   Outline the procedure that could be used to open an existing presentation.   (2 marks)

4. (a) Write the syntax of the *sumif* function as used in a spreadsheet.   (2 marks)

    (b)   Classify the following as either input or output devices: (2 marks)

        (i)   printer;

        (ii)   scanner;

        (iii)   keyboard;

        (iv)   plotter.

5. (a) State **two** functions of an operating system in computers.   (2 marks)

    (b)   Bob was required to create backups of data in his computer. Give **two** types of optical storage media he could have used.   (2 marks)

6. (a) State **two** security threats common with computers.   (2 marks)

    (b)   Describe the term data source as applied in mail merging.   (2 marks)

7. With the aid of a diagram, describe the *star network topology*.   (4 marks)

8. (a) Distinguish between a *workbook* and a *worksheet* as used in spreadsheet programs.   (2 marks)

    (b)   Ulysis Company Ltd. has connected all its computers to the Internet. Explain **two** challenges the company is likely to face from this decision.   (2 marks)

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9. (a) Differentiate between a *query* and a *report* as used in databases. (2 marks)

    (b) Differentiate between landscape and portrait slide orientations. (2 marks)

10. Figure 2 shows tools used in word processing program. Explain the function of the tools labelled (i) and (ii). (4 marks)
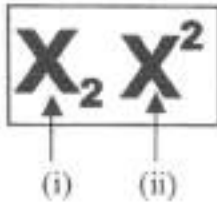
$$X_2 \qquad X^2$$

(i)   (ii)

Figure 2

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