

Name \_\_\_\_\_ Index No. \_\_\_\_\_ / \_\_\_\_\_

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

Signature \_\_\_\_\_

Date \_\_\_\_\_

Paper 1

November 2014

Time: 2 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL  
DIPLOMA IN SALES AND MARKETING  
DIPLOMA IN SUPPLIES CHAIN MANAGEMENT  
DIPLOMA IN BUSINESS MANAGEMENT  
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DIPLOMA IN ROAD TRANSPORT MANAGEMENT  
DIPLOMA IN TOURISM MANAGEMENT  
DIPLOMA IN TOUR GUIDING MANAGEMENT  
DIPLOMA IN PETROLEUM MANAGEMENT  
DIPLOMA IN PROJECT MANAGEMENT

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (THEORY)

Paper 1

2 hours

**INSTRUCTIONS TO CANDIDATES**

*Write your **name** and **index number** in the spaces provided above.*

*Sign and write the **date of examination** in the spaces provided above.*

*Answer any **four** of the following **six** questions in the spaces provided in this paper.*

*Candidates should answer the questions in English.*

**For Examiner's Use Only**

Question	1	2	3	4	5	6	Total Score
Candidate's Score							

This paper consists of 8 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. (a) Distinguish between *portability* and *compatibility* as used in software selection. (3 marks)

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(b) (i) Outline **two** types of primary memory found in computers. (2 marks)

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(ii) Dart T.T.I intends to purchase microcomputers for its top managers. Describe **two** most appropriate types of microcomputers they could purchase justifying your answer. (4 marks)

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(c) Peter has been advised to install operating systems in his phone. Explain **three** possible uses of this software that could have influenced the advice. (6 marks)

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2. (a) Explain **two** general functions of computer input devices. (4 marks)

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(b) (i) Outline **two** benefits of using computers in sales department. (2 marks)

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(ii) Explain **two** uses of secondary storage in a computer system. (4 marks)

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(c) With the aid of a diagram, outline the layout of a typical computer keyboard. (5 marks)

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3. (a) Explain **two** ways in which spreadsheet programs could be useful in transport sector. (4 marks)

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(b) Differentiate between *footnotes* and *footers* as used in word processing programs. (4 marks)

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(c) (i) Outline **three** elements of a logical computer files. (3 marks)

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(ii) Hola Company Ltd. intends to automate Bio-data processing in their Human Resources department. Explain **two** advantages of this decision. (4 marks)

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4. (a) (i) Explain the term *formatting* as used in word processing programs. (1 mark)

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(ii) Word processing programs have incorporated review tools. Describe **two** examples of such tools. (4 marks)

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(b) Write the general format of the following spreadsheet functions:

(i) logical if; (2 marks)

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(ii) lookup. (2 marks)

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(c) During the design of a database, the designer should explicitly specify the following fields. Explain the importance of each field:

(i) primary key; (2 marks)

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(ii) index key; (2 marks)

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(iii) foreign key. (2 marks)

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5. (a) (i) Define the term *computer ergonomics*. (1 mark)

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(ii) Outline **two** aspects that should be considered when addressing computer ergonomics in an organization. (2 marks)

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(b) (i) Differentiate between *ring* and *star* computer networks. (2 marks)

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(ii) With the aid of a diagram, explain the application of **peer-to-peer computer network**. (4 marks)

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

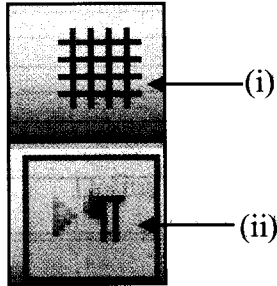


Figure 1

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- (c) Dolar would like to purchase a modem in order to connect his computer to the Internet.

(i) Explain this type of connection. (2 marks)

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(ii) Outline **two** disadvantages of this connection. (2 marks)

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(iii) Explain **two** Internet services he could enjoy with the connection. (3 marks)

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