

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.

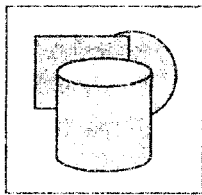
ALL questions carry equal marks.

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 bind 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)



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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)

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2/10/16