

1902/104A, 1903/104A, 1906/104A, 1907/104A
1908/104A, 1909/104A, 1916/104A, 1918/104A
1919/104A, 1922/104A, 1923/104A, 1924/104A
1925/104A, 1926/104A

**INFORMATION COMMUNICATION
TECHNOLOGY (Theory)**

July 2017

Time: 1 hour



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN SALES AND MARKETING
CRAFT CERTIFICATE IN SUPPLY CHAIN MANAGEMENT
CRAFT CERTIFICATE IN BUSINESS MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
CRAFT CERTIFICATE IN COOPERATIVE MANAGEMENT
CRAFT CERTIFICATE IN ROAD TRANSPORT MANAGEMENT
CRAFT CERTIFICATE IN MARITIME TRANSPORT OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND OPERATIONS
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS
CRAFT CERTIFICATE IN PROJECT MANAGEMENT
CRAFT CERTIFICATE IN CLERICAL OPERATIONS
CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS
CRAFT CERTIFICATE IN INVESTMENT MANAGEMENT
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT**

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (Theory)

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.

1. (a) State **two** types of Random Access Memories as used in computer systems. (2 marks)
(b) Outline **two** functional differences between *impact* and *non-impact* printers. (2 marks)
2. Outline **four** reasons why a computer system may fail to boot. (4 marks)
3. Explain the function of each of the following features of word processing applications:
 - (a) section break; (2 marks)
 - (b) hyphenation. (2 marks)
4. (a) Mike intends to show a few selected slides out of the many slides he created using a presentation software. Describe the software feature he could use to achieve his objective. (2 marks)
(b) Explain the function of slide orientation feature as used in presentation programs. (2 marks)
5. A company has installed a *tailor made software* for their inventory control system.
 - (a) Explain the terms *tailor made software*. (2 marks)
 - (b) Outline **two** advantages that the company could derive by using the software. (2 marks)
6. Explain the circumstance under which each of the following spreadsheet features would be applied on a spreadsheet document:
 - (a) print titles; (2 marks)
 - (b) freeze panes. (2 marks)
7. An organization has laid down fiber optic cable for the networking of its branches across Kenya. Explain **two** benefits the company is likely to derive from this move. (4 marks)
8. Differentiate between *serial* and *direct* file organisation methods. (4 marks)
9. (a) The following are computer system resources that Maendeleo United Front organization possesses: *Drivers, word processors, routers, scanner*.
Classify the resources as either hardware or software. (2 marks)
(b) State **two** ways of ensuring the safety of stored data on a CD-RW. (2 marks)

10. The social media sites over the Internet have become popular among the young people in Kenya. Explain **two** disadvantages the media could pose to the young people. (4 marks)

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