

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)

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  
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 TOUR GUIDING OPERATIONS  
CRAFT CERTIFICATE IN TOUR GUIDING AND TRAVEL OPERATIONS  
CRAFT CERTIFICATE IN PROJECT MANAGEMENT  
CRAFT CERTIFICATE IN CLERICAL OPERATIONS  
CRAFT CERTIFICATE IN INVESTMENT MANAGEMENT  
CRAFT CERTIFICATE IN MARITIME TRANSPORT LOGISTICS  
CRAFT CERTIFICATE IN HUMAN RESOURCE MANAGEMENT

### 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.**

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)

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)

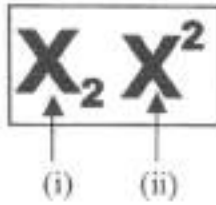


Figure 2

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