

1902/104 A, 1903/104 A, 1906/104 A, 1907/104 A  
1908/104 A, 1909/104 A, 1912/104 A, 1913/104 A  
1916/104 A, 1918/104 A, 1919/104 A, 1922/104 A  
1923/104 A, 1924/104 A, 1925/104 A, 1926/104 A  
INFORMATION COMMUNICATION  
TECHNOLOGY (THEORY)

Paper 1

November 2022

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 TOURISM MANAGEMENT**  
**CRAFT CERTIFICATE IN INFORMATION STUDIES**  
**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 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. Outline **four** characteristics of computers that make them universally acceptable. (4 marks)
2. Esther intends to print a letter created using a word processor and the print preview shows that it has overflowed to the next page. Explain **two** ways she could fit the letter on one page. (4 marks)
3. (a) Explain one reason that would necessitate the use of *Record Slide Show* feature of a presentation program. (2 marks)  
(b) Explain the function of *Custom Slide Show* feature in a presentation program. (2 marks)
4. (a) State **one** difference between *slide transition* and *animation* effects as applied in a presentation program. (2 marks)  
(b) Explain the function of *page break* feature in a word processing program. (2marks)
5. The following are characteristics of computer networks:
  - It is a private network, so an outside regulatory body never controls it;
  - The software files will be shared among all the users; therefore, all can access the latest files;
  - Any organization can form its global integrated network using this network;
  - There are various kinds of media access control methods like token ring and ethernet.Identify the characteristics that match with each of the following computer networks:
  - (a) local area network;
  - (b) wide area network. (4 marks)
6. During electronic data processing, data integrity may be compromised. Outline **four** ways that may lead to such a compromise during this process. (4 marks)
7. Explain each of the following terms as used in computer security:
  - (a) hacking; (2 marks)
  - (b) malware. (2 marks)

8. Figure 1 is a spreadsheet extract showing students' scores in three subjects. Use it to answer the questions that follow;

	A	B	C	D	E
1		Subject			
2	Student Name	ICT	Accounting	ComSkills	Total
3	Joseph	62	53	67	
4	Mark	83	49	87	
5	Helen	78	69	73	
6	Martha	65	71	87	
7	Mean score				

Figure 1

- Using a function and cell addresses, write a formula that would be used to compute each of the following:
- (a) total score for Joseph. (2 marks)
- (b) mean score for ICT. (2 marks)
9. (a) Mekhaz Company incorporated the use of computers in their processes. Outline **two** ways they could use the computers. (2 marks)
- (b) State **one** difference between *operating system* software and *application software*. (2 marks)
10. With the advent of covid-19 pandemic, most learners were introduced to e-Learning using the Internet. Explain **two** challenges the learners may have encountered while using this method of learning. (4 marks)

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