

1. (a) State **four** examples of utility software used in computers. (2 marks)
 - (b) (i) Differentiate between *hard disk* and *CD ROM*. (3 marks)
 - (ii) Describe the circumstance under which each of the following types of input devices is most appropriate:
 - I. Flatbed scanner; (2 marks)
 - II. MICR. (2 marks)
 - (c) The management of Faod Petroleum Company Ltd. has decided to procure computers for human resources department. Explain **three** uses of the computers in the department. (6 marks)
2. (a) State **one** advantage and **one** disadvantage of laptop over desktop computers. (2 marks)
 - (b) (i) Outline **three** advantages of off-the-shelf computer software. (3 marks)
 - (ii) Anne intends to create a memo using a word processing program. Describe **three** ways she could use to create the document. (6 marks)
 - (c) Jose would like to carry out the following tasks using the computer keyboard. Assuming a windows environment, state the appropriate keys for each task: (4 marks)
 - (i) activate the numeric pad;
 - (ii) toggle between the upper and lower cases;
 - (iii) activate user help;
 - (iv) activate the programs menu.
3. (a) Outline **two** examples of transaction files and **one** example of reference file likely to be found in sales departments. (3 marks)
 - (b) Differentiate between *data* and *information* as used in computers. (4 marks)
 - (c) (i) Explain **two** uses of spreadsheet programs. (4 marks)
 - (ii) With the aid of a diagram, explain the typical parts of a magnetic disk storage surface. (4 marks)

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4. (a) (i) Explain the term computer virus. (2 marks)
- (ii) Faith has procured a laptop for her studies. Outline **three** measures she could put in place to safeguard the laptop from virus infection. (3 marks)
- (b) Write the general syntax for the following spreadsheet functions:
- (i) sumif; (2 marks)
- (ii) vlookup. (2 marks)
- (c) Ferori Tours Ltd. intends to install local area networks (LANs) in order to improve the efficiency of its services to its esteemed clients. Describe **three** network devices required, other than computers. (6 marks)
5. (a) Outline **three** measures that could be put in place to address computer ergonomics in learning institutions. (3 marks)
- (b) Explain the function of each of the following features in the design of a relational database system:
- (i) primary key; (2 marks)
- (ii) field; (2 marks)
- (iii) relationship. (2 marks)

- (c) Figure 1 shows typical features used in Internet programs. Explain the function of the features labeled (i), (ii) and (iii) (6 marks)

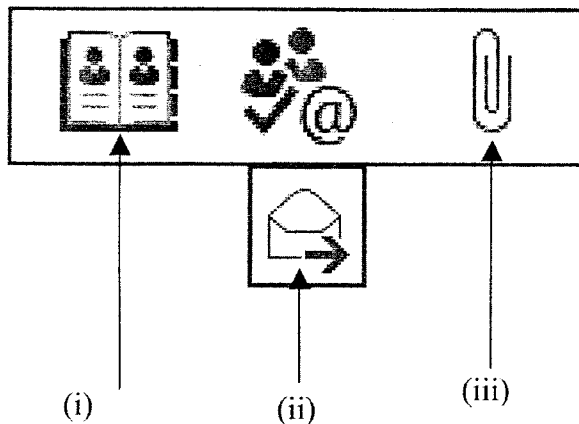


Figure 1

6. (a) With the aid of illustrations, distinguish between *superscript* and *subscript* as used in word processing programs. (4 marks)
- (b) The manager at Nato transporters has decided to use mesh topology on the LAN. Explain **two** disadvantages of the network topology. (3 marks)
- (c) (i) Outline **four** typical views found in presentation programs. (4 marks)
- (ii) Henry would like to create a pie chart in a presentation slide. Describe the procedure he could use to achieve his objective. (4 marks)

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