2902/103A, 2903/103A, 2906/103A, 2907/103A,
2908/103A, 2909/103A, 2912/103A, 2913/103A,
2914/103A, 2918/103A, 2921/103A, 2922/103A,
2924/103A, 2925/103A, 2927/103A, 2928/103A,
2929/103A, 2930/103A
INFORMATION COMMUNICATION
TECHNOLOGY (THEORY)
Paper 1
July 2018
Time: 2 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN SALES AND MARKETING
DIPLOMA IN SUPPLY CHAIN MANAGEMENT
DIPLOMA IN BUSINESS MANAGEMENT
DIPLOMA IN COOPERATIVE MANAGEMENT
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN ROAD TRANSPORT MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN INFORMATION SCIENCE
DIPLOMA IN ENTREPRENEURSHIP
DIPLOMA IN TOUR GUIDING MANAGEMENT
DIPLOMA IN PETROLEUM MANAGEMENT
DIPLOMA IN PROJECT MANAGEMENT
DIPLOMA IN INVESTMENT MANAGEMENT
DIPLOMA IN MARITIME TRANSPORT LOGISTICS
DIPLOMA IN DISASTER MANAGEMENT
DIPLOMA IN BROADCAST JOURNALISM
DIPLOMA IN PRINT JOURNALISM
DIPLOMA IN DIGITAL JOURNALISM

MODULE I

INFORMATION COMMUNICATION TECHNOLOGY (THEORY)

Paper 1

2 hours

INSTRUCTIONS TO THE CANDIDATES

This paper consists of SIX questions.
Answer any FOUR of the SIX 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.

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1. (a) (i) Outline **two** roles of input devices during computerized data processing. (2 marks)

   (ii) Describe **two** categories of computers based on purpose. (4 marks)

   (b) Distinguish between *portability* and *compatibility* as used in software selection. (4 marks)

   (c) Damaris, a salesperson, has the following tasks as part of her work:

   - Prepare customized documents for various clients;
   - Prepare weekly reports;
   - Take notes during meeting.

   (i) Suggest the most appropriate type of application software she could use for all the mentioned tasks justifying your answer. (2 marks)

   (ii) Explain **two** limitations of using the application software in (i). (3 marks)

2. (a) Outline **four** options for the *change case* feature used in document creation. (4 marks)

   (b) (i) Real-time processing has gained ground in many sectors. Describe **two** areas where this type of data processing is applied. (4 marks)

   (ii) Explain **two** advantages of distributed data processing. (3 marks)

   (c) Differentiate between *compression* and *defragmentation* of files as used in operating systems. (4 marks)

3. (a) State **eight** examples of special keys that move the cursor on a standard computer keyboard. (4 marks)

   (b) Outline **four** functions used to manipulate date and time in worksheets. (4 marks)

   (c) (i) Explain **two** roles of RAM in computers. (3 marks)

   (ii) Floppy disks have become obsolete. Explain **two** limitations of these disks that could have contributed to this fact. (4 marks)

4. (a) (i) Explain the term *editing* as used in documents creation. (2 marks)

   (ii) Peter intends to create a new document using a word processing program. Explain **two** methods he could use to achieve the objective. (4 marks)

   (b) Figure 1 shows an extract of a worksheet. Use it to answer the questions that follow.

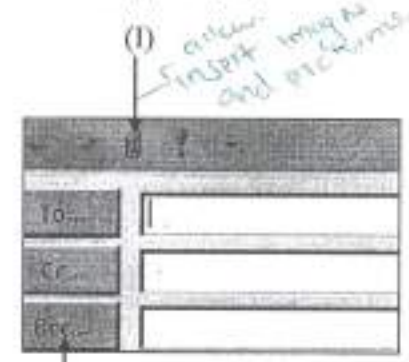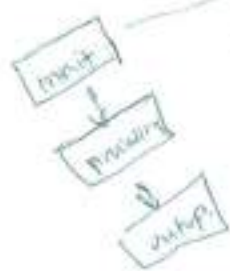|	A	B	C	D	E	F
1	SALES FOR FEBRUARY TO APRIL 2016					
2	ITEM	QUANTITY				
3		Jan	Feb	Mar	Apr	
4	Exercise Books	1000	300	150	80	
5	Pens	600	240	300	500	
6	Manilla papers	100	60	30	120	
7	Rubbers	450	200	230	170	

Figure 1

2902/103A, 2903/103A, 2906/103A, 2907/103A, 2908/103A, 2909/103A, 2912/103A, 2913/103A, 2914/103A, 2918/103A, 2921/103A, 2922/103A, 2924/103A, 2925/103A, 2927/103A, 2928/103A, 2929/103A, 2930/103A

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(i) Identify **four** formatting features applied in the worksheet. (2 marks)

(ii) Suggest the most appropriate type of chart that could be used to represent the trend of the different items justifying your answer. (3 marks)

(c) The management at Theort Transporters Ltd have resolved to use a database system. Explain **two** typical functionalities expected of the system. (4 marks)

5. (a) Computer laboratories should be designed with a health factor of the users. Explain **two** ergonomic measures that should be put in place. (3 marks)

(b) (i) Differentiate between *transitions* and *animations* as used in presentation programs. (3 marks)

(ii) With the aid of a diagram, describe a *slider sorter* as used in presentation programs. (3 marks)

(c) Doap Petroleum Ltd intends to connect computers in its branches across a town. Explain **three** factors it should consider when deciding on the type of network topology. (6 marks)

6. (a) Greg would like to protect his presentation file by changing the open behavior of the file. Describe **two** options he could use to achieve his objective. (4 marks)

(b) Internet technology is growing at a very fast rate. Explain **two** ways in which companies are coping with this emerging trend. (4 marks)

(c) (i) With the aid of a diagram describe the data processing cycle. (3 marks)

(ii) Figure 2 shows icons in a typical email software. Explain the function of each of the tools labeled (I) and (II). (4 marks)

(I)

(II)

Figure 2

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