1. (a) (i) Outline **three** advantages of using materials stored on a CD ROM over the Internet. (3 marks)

   (ii) Joseph aspires to motivate students through public speech. Describe **three** communication skills he should possess in order to achieve his objective. (6 marks)

   (b) Mamlaka TTI received computers of varied specifications from well-wishers. The school computer technician is required to install necessary software in the computers.

   (i) Outline **four** factors that should be considered before installation. (4 marks)

   (ii) In the process of installing software in one of the computers, the operation aborted. Explain **two** possible causes for the abortion. (4 marks)

   (c) Assuming that you have been approached by a large company as an ICT expert to assist in the procurement of software for the firm. Outline **three** factors that you should consider when selecting the software. (3 marks)

2. (a) Outline **four** main characteristics of the *fourth generation* computers. (4 marks)

   (b) An ICT firm intends to recruit the following personnel through an advertisement. Outline **two** roles for each personnel that are likely to be included in the advert.

   (i) computer operator;

   (ii) software engineer;

   (iii) network administrator. (6 marks)

   (c) Jumbo Training Institute would like to develop an ICT policy in line with the performance contract requirement. Outline **four** issues likely to be incorporated in the policy. (4 marks)

   (d) (i) Define the term *computer network*. (2 marks)

   (ii) State **two** differences between an *Intranet* and the *Internet*. (4 marks)

3. (a) (i) Explain the term Information Communication Technology (ICT). (2 marks)

   (ii) Explain **two** ways in which computers are used in education. (4 marks)

   (b) Describe each of the following computer devices citing **one** area of application for each of them.

   (i) digitizer;

   (ii) bar coding. (6 marks)

(c) Susana is experiencing fatigue and eye strain as a result of using a computer monitor for a long period. State **three** aspects of the monitor that she should consider in order to take care of her health. (4 marks)

(d) Assuming that you have been appointed as an arbitrator, outline **four** skills that you should possess. (4 marks)

4. (a) Explain **three** ways in which students can manage various forms of stress.

(6 marks)

(b) Outline **four** requirements of the *Data Protection Act*. (4 marks)

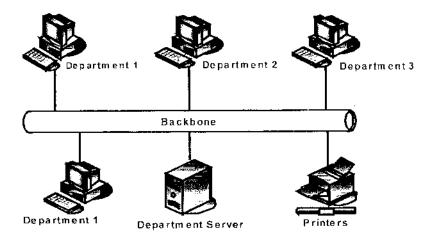(c) Figure 2 shows a network design for an organisation. Use it to answer the question that follows.

Figure 1

Explain **two** disadvantages of the topology. (4 marks)

(d) Distinguish between *magnetic* and *optical* media devices giving an example in each case. (6 marks)

5. (a) State the contribution of each of the following scientists in the evolution of computers:

(i) Blaise Pascal;

(ii) Charles Babage. (2 marks)

(b) A business firm with many clients intends to market their products through the Internet. Explain **two** benefits it may derive from this strategy. (4 marks)

(c) When Peter inserted a CD in a computer the following information was displayed.

Name	Size	Type
autorun.inf	1KB	Setup Information
eula.rtf	61KB	Rich Text Format
Mavis Win.ico	49 KB	Icon
ReadMe.txt	32 KB	Word Document
setup.exe	348 KB	Application

   (i) Explain the purpose of each of the following files during the installation of the software on the CD

      I. autorun.inf

      II. setup.exe   (4 marks)

   (ii) Explain the function of the *eula.rtf* file with respect to software nstallation.
                                                                       (2 marks)

(d) (i) Explain the following terms as used in computers:

      I. electronic eavesdropping;

      II. electronic jamming.   (4 marks)

   (ii) With the aid of a diagram, describe a *mesh network* topology.
                                                                       (4 marks)

6. (a) Jemmy Mobile Company intends to introduce a money transfer services for its clients. Outline **four** benefits that the clients will derive from this service.
                                                                       (4 marks)

   (b) Distinguish between *soft-copy* and *hard-copy* output.   (4 marks)

   (c) Some college students exhibit lack of *self-confidence* in academics.

      (i) Explain the term *self-confidence*.

      (ii) Outline **two** characteristics of such a student.   (4 marks)

   (d) (i) Define the term *conflict*.   (2 marks)

      (ii) Anne is constantly having conflicts with her siblings over how to share workload at home. Explain **three** approaches that she should employ in order to resolve these conflicts.   (6 marks)

7. (a) Describe each of the following application software giving an example in each case:

      (i) presentation;

      (ii) CAD;

      (iii) DTP.   (6 marks)

(b) State **two** benefits that can arise when a company adopts a policy of social responsibility to each of the following:

    (i)   company itself;

    (ii)   community and the general public;

    (iii)   environment.   (6 marks)

(c)   (i)   Explain the reason for storing firmware in ROM rather than in the hard disk.   (2 marks)

    (ii)   Outline **two** functions of the *control unit* in a computer system.   (2 marks)

(d) Goodhope Academy is a school whose management intends to put up an ICT centre for its learners. Outline **four** guidelines that should be considered by management when designing the centre.   (4 marks)

8.   (a) State **two** functions of each of the following computer devices.

    (i)   output;

    (ii)   input.   (4 marks)

(b) A company intends to use the tendering method to procure general purpose software. Outline **six** steps that could be used by the tender committee to meet the objective.   (6 marks)

(c) Oldgoldie is an IT firm which purchases e-waste from learning institutions and refurbishes those which are still in good condition.

    (i)   Outline **two** social responsibilities related to it's core activities that the company is likely to be engaged in.

    (ii)   State **two** challenges that this firm is likely to encounter when providing social responsibility services.   (4 marks)

(d) Susan encountered the options *Upgrade, Uninstall* and *Repair* when she was installing software in her computer. Explain the circumstance under which each option is applicable.   (6 marks)