

Name: \_\_\_\_\_ Index No. \_\_\_\_\_

2920/101

INTRODUCTION TO INFORMATION  
COMMUNICATION TECHNOLOGY  
AND ETHICS

November 2015

Time: 3 hours

Candidate's Signature: \_\_\_\_\_

Date \_\_\_\_\_



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY

MODULE 1

INTRODUCTION TO INFORMATION COMMUNICATION  
TECHNOLOGY AND ETHICS

3 hours

## INSTRUCTIONS TO CANDIDATES

*Write your name and index number on the question paper in the spaces provided above.*

*Sign and write the date of examination in the spaces provided above.*

*Answer any FIVE of the EIGHT questions in this paper in the spaces provided.*

*Candidates should answer the questions in English.*

## For Examiner's Use Only

Question	1	2	3	4	5	6	7	8	Total Score
Candidate's Score									

**This paper consists of 14 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. (a) Explain each of the following terms as used in computers:

(i) wikis;

(2 marks)

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(ii) blog.

(2 marks)

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(b) Sawa Company Ltd. are experiencing internal hacking of their computer system. Outline **four** possible root causes of the problem.

(4 marks)

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(c) (i) Outline **two** benefits of embracing ICT in learning.

(2 marks)

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(ii) Distinguish between *stress* and *fatigue*.

(4 marks)

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(d) (i) Define the term *lease* as used in computer acquisition.

(2 marks)

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- (ii) Keziah was selected as chairperson for an ICT committee in her company. Outline **four** communication skills that she could use during meetings. (4 marks)

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2. (a) Outline **four** types of computer mice. (4 marks)

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- (b) (i) Ergonomics awareness education should address all the safety needs of an organization. Outline **four** objectives of such an awareness initiative. (4 marks)

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- (ii) Daisy-Winds Company Ltd. intends to embrace ergonomic standards in all its computer facilities. Outline **four** benefits that the company could realize from this decision. (4 marks)

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- (c) (i) With the aid of diagrams in each case, explain **two** categories of computer networks based on how information is shared. (4 marks)

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- (ii) Explain **two** circumstances that could necessitate the use of hybrid topology in a computer network. (4 marks)

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3. (a) Differentiate between *microcomputer* and *minicomputer*. (4 marks)

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- (b) Figure 1 shows typical port signs that could found in a computer system. Outline the function of each of the port signs labeled (i) and (ii). (4 marks)

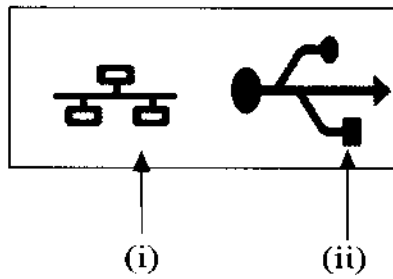


Figure 1

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- (c) Tash was invited to give a lecture on the use of ICT at a conference in a college. Assume she consulted you, outline **six** qualities of a good public speaker that you could have suggested to her. (6 marks)

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- (d) Salome noted that a good number of her friends were using pirated software. Explain **three** categories of risks that are likely to affect their computers. (6 marks)

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4. (a) Outline **three** measures that could be used in an organization to mitigate conflict of interest with its staff. (3 mark)

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- (b) Explain **three** advantages of embracing ICT ethics in organizations. (6 marks)

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- (c) (i) Outline **two** challenges of computers at home. (2 marks)

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- (ii) Magnetic disks are popular computer storage medium. Outline **three** advantages of this storage medium. (3 marks)

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- (d) Norah was required to describe the categories of computer keys in an examination. Describe **three** categories that she was likely to mention (6 marks)

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5. (a) (i) Outline **three** examples of scanners that can be used with computers. (3 marks)

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- (ii) Distinguish between *RAM* and ROM as used in computers. (4 marks)

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- (b) Explain **three** benefits that an organization could realize by embracing green computing. (6 marks)

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- (c) (i) Outline **three** reasons that could necessitate organizations to initiate social responsibility projects. (3 marks)

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- (ii) A lecturer intends to install computer software. Explain **two** categories of software that he could install. (4 marks)

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6. (a) Explain each of the following types of computers:

(i) analog;

(2 marks)

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(ii) hybrid.

(2 marks)

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(b) Differentiate between *computer systems implementer* and *computer systems analyst*.  
(4 marks)

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(c) With the aid of a diagram, describe the functional components of a system unit.  
(4 marks)

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(d) (i) Jorum was seeking advice from his friends on how to manage work conflict. Outline **four** measures of managing work conflict that he is likely to have been advised.  
(4 marks)

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- (ii) Nancy was required to identify functions of an operating system during a job interview. Outline **four** functions that she could have identified. (4 marks)

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7. (a) Explain each of the following terms as used in hardware acquisition:

(i) warranty; (2 marks)

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(ii) interoperability. (2 marks)

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- (b) Figure 2 shows a typical network topology. Outline the components labeled (i) and (ii). (4 marks)

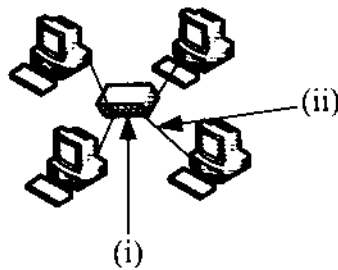


Figure 2

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- (c) Paul was required to formulate computer laboratory safety rules. Outline **four** rules that he was likely to list. (4 marks)

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- (d) (i) All computers utilize several types of buses for efficient system communication. Describe **two** typical categories of buses found in computers. (4 marks)

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- (ii) Polly, an intern student in a certain college was required to install certain software in all computers in the college. Outline **four** methods of installation that she could have used. (4 marks)

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8. (a) (i) List **four** recordable versions of digital versatile disk (DVD) that could be found in computers (2 marks)

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- (ii) Differentiate between *preventive* and *reactive* conflict management techniques. (4 marks)

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- (b) Explain **two** objectives of computer safety policy in organizations. (4 marks)

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- (c) Communication software is considered as a vital tool in business. Outline **four** categories of such software that could be found in business firms. (4 marks)

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- (d) (i) Data privacy is critical part of information communication technology. Outline **three** measures that an organization could use to realize its data privacy standards. (3 marks)

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