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GABA CAMPUS - ELDORET

MAIN EXAMINATION

JANUARY – APRIL 2023 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF COMPUTER AND INFORMATION SCIENCE

DIPLOMA IN INFORMATION TECHNOLOGY

DIT 010: INTRODUCTION TO HARDWARE MAINTENANCE

DATE: April 2023	Duration: 2 Hours
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Instructions: Answer Question ONE and any other TWO Questions
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Q1.

- a) Giving examples explain how non-impact printers work (4 Marks)
- b) Discuss any three types of USB connectors (6 Marks)
- c) Outline safety precautions in a computer lab (6 Marks)
- d) Explain two types of computer memory (4 Marks)
- e) Discuss two types of file systems in Windows operating system (4 Marks)
- f) Assume you have been called by a client who complains that his computer cannot start up. Discuss steps you will follow to troubleshoot the problem (6 Marks)

Q2.

- a) Explain what Booting is in a computer and give two types of booting (6 Marks)
- b) Discuss any five factors that affect performance of a hard drive (5 Marks)
- c) Explain the THREE basic components of a processor (6 Marks)
- d) Differentiate between SATA and IDE connection (3 Marks)

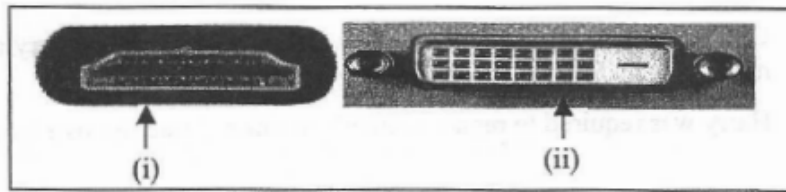
Q3.

- a) Discuss any five functions of an operating system (5 Marks)

- b) Give the importance of a motherboard in a computer and list devices that are connected to a motherboard **(9 Marks)**
- c) List any three tools you can use in a computer lab and their uses **(6 Marks)**

Q4.

- a) The figure below shows ports used to connect a computer monitor. Identify the ports labeled (i) and (ii). **(4 Marks)**



- b) Software maintenance is important; explain how you can maintain Windows Operating system **(5 Marks)**
- c) Giving examples explain output devices in a computer **(6 Marks)**
- d) You have been assigned Lab1 to assist students during practical lectures. A problem encountered by one student is that she can't be able to use her keyboard. Explain how you can troubleshoot that problem **(5 Marks)**

Q5.

- a) Give three reasons for ensuring computer lab is well ventilated **(3 Marks)**
- b) Explain how one can prevent viruses from infecting a computer **(5 Marks)**
- c) Discuss computer boot up sequence **(7 Marks)**
- d) You have been contacted by a client who wants to buy a computer. What are the specifications that you would advise him/her to check for in a computer? **(5 Marks)**

END