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2908/103A, 2909/103A, 2912/103A, 2918/103A
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INFORMATION COMMUNICATION TECHNOLOGY (Theory)

July 2017

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 ROADS TRANSPORT MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
DIPLOMA IN TOUR GUIDING MANAGEMENT
DIPLOMA IN PETROLEUM MANAGEMENT
DIPLOMA IN PROJECT MANAGEMENT
DIPLOMA IN INVESTMENT MANAGEMENT
DIPLOMA IN MARITIME TRANSPORT LOGISTICS
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
DIPLOMA IN DISASTER MANAGEMENT**

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 following **SIX** questions in the answer booklet provided.*

All questions carry equal marks.

Candidates should answer the questions in English.

This paper consists of 4 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) (i) Explain the term *computer network* as used in information communication technology. (1 mark)
- (ii) Explain **two** circumstances where a switch could be preferred over a hub while networking computer systems. (4 marks)
- (b) Commlink Enterprises has set up an internet connection to support its business transactions. Explain **three** ways the enterprise could benefit from this connection. (6 marks)
- (c) Distinguish between *multi-tasking* and *time sharing* modes of data processing. (4 marks)
2. (a) Jared used format painter feature while editing a word processing document. Outline **two** advantages of using this feature. (2 marks)
- (b) (i) A systems administrator intends to secure a workbook against unauthorized manipulation by other users. Explain **two** methods that he could use to achieve his objective. (4 marks)
- (ii) Table 1 shows a worksheet extract of commission earned by sales persons in four quarters for the year 2014. Use it to answer the questions that follow.

	A	B	C	D	E	F
		COMMISSION				
1	NAME	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL COMMISSION (KSH)
2	MARY	10,000	8,000	12,000	9,000	
3	JAMES	12,000	18,000	24,000	8,000	
4	ELIAS	7,000	22,000	15,000	12,000	
5	ANN	8,000	7,000	10,000	5,000	

Table 1

- I. Using cell references only, write a formula that could be used to calculate total commission for Mary over the year. (2 marks)
- II. Using the COUNTIF function, write the function that could be used to display the number of salespersons who earned a total commission above Kshs. 50,000. (2 marks)

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- (c) Ken has been contracted by Mauzo Company Ltd. to conduct a security audit on its database. Outline **three** threats that he could identify during the audit. (3 marks)
- (d) Explain a circumstance where *direct file access* method could be used in a company information system (2 marks)
3. (a) Explain the function of each of the following features in a presentation program:
- (i) Duplicate;
- (ii) Comment. (3 marks)
- (b) Handouts are commonly used during printing of presentations. Explain **one** advantage that could be influencing the choice of this feature. (2 marks)
- (c) Mishoni institute intends to interconnect its five campuses located in different countries. Describe the appropriate type of network they could use. (4 marks)
- (d) Explain **three** security measures that can be used in an organization while browsing internet. (6 marks)
4. (a) (i) Differentiate between *analog* and *digital* computers. (4 marks)
- (ii) Joel intends to use a *master slide* to create his presentation. Explain **two** advantages he could realize from the use of this tool. (4 marks)
- (b) Explain the circumstance under which each of the following input devices could be used in a supermarket:
- (i) Keyboard;
- (ii) Magnetic card input. (4 marks)
- (c) Outline **three** positive effects of using ICT in marketing to an organization. (3 marks)
5. (a) (i) Allan intends to insert a picture into a slide. State **two** sources he could get this picture from. (2 marks)
- (ii) Outline **three** functions of computers in a business environment. (3 marks)

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- (b) Figure 1 shows tools used in a word processing program. Explain the function of each of the tools labelled (i), (ii) and (iii). (6 marks)

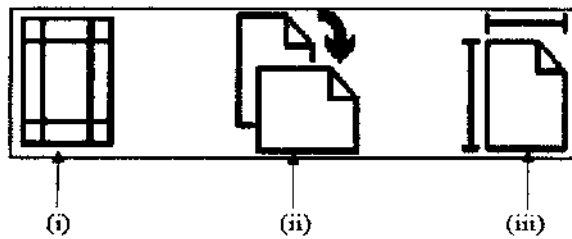
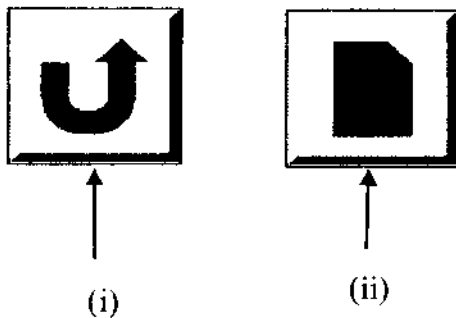


Figure 1

- (c) Joseph would like to input a table in a word processing document. Explain **two** ways he could achieve this. (4 marks)
6. (a) Mourice has been requested to acquire an operating system for his organization. Explain **three** factors other than cost, he could consider. (6 marks)
- (b) Outline **five** characteristics of the *fifth generation* computers. (5 marks)
- (c) Explain the function of each of the following tools labelled (i) and (ii) used in a presentation program. (4 marks)



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