



## TECHNICAL UNIVERSITY OF MOMBASA

---

### INSTITUTE OF COMPUTING AND INFORMATICS

Select department

**UNIVERSITY EXAMINATION FOR:**  
**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**  
**BACHELOR OF SCIENCE IN COMPUTER SCIENCE**  
**CIT 4101: INSTALLATION AND CUSTOMISATION**  
**END OF SEMESTER EXAMINATION**  
**SERIES: DECEMBER 2024**  
**TIME:2HOURS**

#### Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

---

#### **Question ONE**

a) Distinguish between the following terms:

i) “Software customization” and “Software Installation”. (4 Marks)

ii) Minimum system requirements and Required system requirements. (4 Marks)

b) A PC hardware comprises of various types. Using any examples, describes the categories of PC hardware. (12 Marks)

c) Explain your understanding of a hardware compatibility list (HCL), hence provide any two examples. (4 Marks)

d) Outline any four reasons why software rollback might be necessary (4 Marks)

g) Explain the importance of an external hard disk drive. (2 Marks)

## Question TWO

- a) Describe the following PC component internal parts: (12 Marks)
- i) Chipset
  - ii) Motherboard
  - iii) Processor
  - iv) Expansion Slots
  - v) Random Access Memory
  - vi) BIOS
- e) Windows 7 installation has the following type of system requirements. Explain the meaning of each of the three specifications. (6 Marks)
- 1 GHz processor or faster 32-bit (x86) or 64-bit (x64).
  - 1 GB of RAM for 32-bit or 2 GB of RAM for 64-bit.
  - DirectX 9 graphics device with WDDM 1.0 or higher.
- f) Discuss the advantages of having a USB port over serial ports in a PC. (2 Marks)

## Question THREE

- a) Discuss any three advantages and any three disadvantages of computer hardware upgrade. (6 marks)
- b) Explain any three pros and any three cons of computer software upgrade. (6 Marks)
- c) Distinguish between the following Interfaces to connect storage devices (like hard drives) to a computer's system bus. (4 Marks)
- i) SATA
  - ii) IDE
- d) Explain what the following processor specification means (4 Marks)
- Intel
  - 1.86 GHz).
  - Intel core i7 , (8M Cache up to 4.80 GHZ)



## Question FOUR

- a) List and explain any four strategies that can be used to regain computer hard drive space
- b) Explain a Hardware conflict, hence provide an example (4 Marks)
- c) Describe any two strategies to resolve hardware conflicts (4 Marks)
- d) Distinguish between “Preventive maintenance” and “Corrective maintenance” (4 Marks)
- e) Preventive maintenance program can provide benefits to users and organizations. Outline any four such benefits. (4 Marks)
- f) List any four functions of an operating system. (4 Marks)

**Question FIVE**

- a) Differentiate between “System utility” and “Device drivers” (4 Marks)
- b) Define windows file system, hence differentiate between FAT and NTFS file system (4 Marks)
- c) Organizations rely on IT support specialists to tackle the technical challenges end users. State any five tasks performed by an IT support specialist. (5 Marks)
- d) There are a variety of skills required, depending on the specific IT sector you are going to work in. State any five requirements/skills for IT support specialist job. (5 Marks)
- e) Explain the term “Software Rollback” (2 Marks)