



**THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

**(A Constituent College of JKUAT)**

(A Centre of Excellence)

# **Faculty of Engineering & Technology**

**DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY**

**CERTIFICATE IN INFORMATION COMMUNICATION TECHNOLOGY &  
MAINTENANCE (CICT J12)**

**EIT 1100: COMPUTER WORKSHOP PRACTICE**

**SPECIAL/SUPPLEMENTARY EXAMINATION**

**SERIES: OCTOBER 2012**

**TIME: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer Booklet*

This paper consist of **FIVE** questions

Answer question **ONE** and any other **TWO** questions  
Maximum marks for each part of a question are as shown  
This paper consists of **TWO** printed pages

**SECTION A (COMPULSORY)**

**Question One (25 marks)**

- a) The key personal in the computer laboratory is the Technician in details. Describe **THREE** desired qualities of a technician and **SIX** functions performed by the technician. **(10 marks)**
- b) After completion of your study you secure a job as a technician in one of the local University in Mombasa. One of the key things which you are required to submit to the Management is the computer Lab policy. In detail, design a computer lab policy document containing the rules and regulations for all users. **(10 marks)**
- c) Explain any **FIVE** common errors of software and how you can rectify them. **(5 marks)**

**SECTION B (Answer Any Two Questions)**

**Question Two (25 marks)**

- a) Maintenance tool kit is one of the most important equipment in the computer lab. Explain **FIVE** equipments and their functions which are contained in the tool kit. **(10 marks)**
- b) What are the impacts of computers to our environment? **(10 marks)**
- c) What are the major functions of UPS? **(5 marks)**

**Question Three (25 marks)**

- a) Discuss the common threat to computer which can occur in computer lab and the counter measure you can use to curb them. **(16 marks)**
- b) What are the functions of UPS? **(4 marks)**
- c) Define the term ergonomics and hence state any **THREE** factors of concern for a computer user. **(5 marks)**

**Question Four (25 marks)**

- a) Briefly explain any **TWO** factors to consider before disposing OFF electronic equipment. **(6 marks)**
- b) Explain any **THREE** methods of electronic equipment disposal. **(6 marks)**
- c) A company computer user is tricked into revealing the network password by someone on the telephone who is impersonating the voice of an employee in authority and who has a story of distress. Assuming you are the technical person there, outline **FOUR** control measures to undertake in order for the company data to be secure. **(8 marks)**
- d) Explain **FIVE** functions of BIOS. **(5 marks)**