



TECHNICAL UNIVERISTY OF MOMBASA

# Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

CERTIFICATE IN INFORMATION TECHNOLOGY

**EIT 1109: INSTALLATION & CUSTOMIZATION**

END OF SEMESTER EXAMINATION

**SERIES: DECEMBER 2013**

**TIME: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer Booklet*

This paper consists of **FIVE** questions. Attempt 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

### **Question One (Compulsory)**

- a) What is software customization? Explain **(3 marks)**
- b) Briefly explain THREE levels of software customization **(5 marks)**
- c) Briefly explain the procedure of installing windows 7 OS **(7 marks)**
- d) Explain FIVE factors to consider before operating systems installation **(5 marks)**

### **Question Two**

- a) The procedure internal computer hardware installation **(6 marks)**
- b) The performance of my computer has slowed. Explain what to do to improve this condition **(6 marks)**
- c) The mode of operation refers to the capability of the CPU and the operating environment. Explain the following operation mode: **(8 marks)**
  - (i) Real mode
  - (ii) Protected mode
  - (iii) Virtual real mode
  - (iv) Compatibility mode

### **Question Three**

Software is a general referring to all programs running in a computer. Explain the following types of software giving at least TWO examples. **(20 marks)**

- (i) Application software
- (ii) System software
- (iii) Operating system (OS)
- (iv) Utility software
- (v) Device drivers

### **Question Four**

- a) Differentiate between 32 bits and 64bit processor **(5 marks)**
- b) Hardware is the general term that is used to describe artifacts of a technology. Diagrammatically show computer components and show how information flows. **(10 marks)**
- c) Define the term booting. **(5 marks)**

### **Question Five**

- a) Differentiate the following communication device giving at least FIVE devices in each case. **(15 marks)**
  - (i) Input device
  - (ii) Output device
  - (iii) Storage device
- b) Explain the procedure computer remove/adding application installation **(5 marks)**