TECHNICAL UNIVERISTY OF MOMBASA

Faculty of Engineering & Technology

DEPARTMENT OF COMPUTER SCIENCE & INFORMATION TECHNOLOGY

CERTIFICATE IN INFORMATION TECHNOLOGY & MAINTENANCE
(CICM 13S)

EIT 1108: INSTALLATION CUSTOMIZATION & MAINTENANCE

END OF SEMESTER EXAMINATION
SERIES: APRIL 2014
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) Define computer software and hardware installation. **(4 marks)**

b) Explain the procedure of installing computer hardware to your system. **(5 marks)**

c) Define the following terminologies:
  (i) Device drivers
  (ii) Directory
  (iii) Real time mode
  (iv) Virtual real mode
  (v) Compatibility mode **(10 marks)**

d) What is a computer? **(1 mark)**

Question Two

a) Define customization of software, explaining its THREE levels of software customization. **(10 marks)**

b) State the FIVE settings that can be customized in my computer once we choose the properties menu on our desktop. **(5 marks)**

c) Define the term Booting. **(5 marks)**

Question Three

a) Explain the steps involved in preventive maintenance techniques for operating systems. **(5 marks)**

b) Differentiate the following communication device giving at last FIVE devices in each case:
  (i) Input device
  (ii) Output device
  (iii) Storage device **(15 marks)**

Question Four

a) Explain the FIVE types of interrupts. **(10 marks)**

b) How would you add or remove program applet. **(5 marks)**

c) What are the major functions of OS. **(5 marks)**

Question Five

a) List and explain the THREE types of windows installation methods. **(6 marks)**

b) List and explain any THREE types of disk partitions. **(6 marks)**

c) What is disk cloning? **(2 marks)**

d) Explain any FOUR additional NTFS features not found in the earlier file system. **(4 marks)**