THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

Faculty of Engineering & Technology

DEPARTMENT COMPUTER SCIENCE & INFORMATION TECHNOLOGY

CERTIFICATE IN INFORMATION TECHNOLOGY – CIT 2K 11M

EIT 1132: COMPUTER WORKSHOP PRACTICE

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2011

TIME: 2 HOURS

Instructions to Candidates:
You should have the following for this examination
- *Answer Booklet*

This paper consist of **FOUR** questions in **TWO** sections **A** & **B**
Answer question **ONE (COMPULSORY)** and any other **TWO** questions
Maximum marks for each part of a question are as shown
This paper consists of **THREE** printed pages

SECTION A (COMPULSORY)

Question one 30 marks

a) State any two safety rules in a computer lab/workshop considering :

      i   Equipment Handling
     ii   Lab Layout
   iii   Furniture   (6 Marks)

b) As a matter of fire safety measures, a computer lab/workshop premises needs a fire extinguisher installed within. Briefly explain the four categories of fire extinguisher classes used for fire safety. (8 Marks)

c) Define the term ergonomics and hence state any two factors of concern for a computer user.
(4 Marks)

d) Briefly explain any 2 factors to consider before disposing off electronic equipment (6 Marks)

e) Explain any 3 methods of electronic equipment disposal (6 Marks)

SECTION B (ANSWER ANY TWO QUESTIONS)

Question two 15 marks

a) Explain 3 components of the computer systems PC buses (3 Marks)

b) Distinguish between Information Security and Data Privacy (4 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 4 Control Measures to undertake in order for the company data to be secure. (8 Marks)

Question three 15 marks

a) Give 5 control measures each for Logical security and Physical security (10 Marks)

b) Explain the following Data security threats

      i   Phishing
     ii   Zombies
   iii   Worms
   iv   Denial of Service (DOS)
     v   Hackers   (5 Marks)

Question four 15 marks

a) State 3 safety measures taken before opening a system unit (3 Marks)

b) Outline at least 3 troubleshooting and solution steps when the system behaviour listed is observed

      i   The monitor screen is shaking
     ii   The Keyboard does not respond

iii   When you start the computer, you get error message:
            "Windows\System32\config\system" file missing or corrupt   (9 Marks)

c) A Diploma student wanted to format a Flash disk in the computer lab and instead, the message:
"Cannot format this media! Access Denied". Explain what could be the cause of this failure.

(3 Marks)