

061004T4ICT

ICT TECHNICIAN LEVEL 4

IT/OS/ICTA/CR/03/4/A

PERFORM COMPUTER REPAIR AND MAINTENANCE

NOV/DEC 2023



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Time: 2 Hours

INSTRUCTIONS TO CANDIDATE

1. This paper has TWO sections A and B. Attempt questions in each section as per instructions given in the section.
2. You are provided with a separate answer booklet.
3. Marks for each question are indicated in the brackets.
4. Do not write on the question paper

This paper consists of 4 printed pages

**Candidates should check the question paper to ascertain that all pages
are printed as indicated and that no questions are missing**

SECTION A: 10 MARKS

Answer all questions in this section.

1. Missing slot covers on a computer can cause?
 - A. Over heating
 - B. power surges
 - C. EMI.
 - D. incomplete path for ESD
2. What should be the first action when Microsoft Windows Operating System reports that the hard drive is developing bad sectors?
 - A. Replace the hard drive
 - B. Run DIR command from MS DOS
 - C. Run defrag on the hard drive
 - D. Run scandisk with the “thorough” option
3. After installing a sound card, the system locks up when parallel port tape backup unit is also used. What is most likely the problem?
 - A. IRQ
 - B. DMA
 - C. Detective LPT port
 - D. Defective tape driver
4. A Power protection device that includes a battery and provides a few minutes of power, is called _____.
 - A. Surge suppressor
 - B. A line conditioner
 - C. Generator
 - D. UPS
5. An important first step in trouble shooting which component in a laser printer is causing jam is to.
 - A. Check all voltages
 - B. Look up error codes
 - C. Turn ON the printer
 - D. Note where in the paper path the paper stops