

**061006T4ICT**  
**ICT TECHNICIAN LEVEL 6**  
**IT/OS/ICT/CR/2/6**  
**INSTALL COMPUTER SOFTWARE**  
**July/August 2024**



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

**WRITTEN CANDIDATE**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE**

1. This paper consists of two sections; **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

**This paper consists of THREE (3) printed pages.**

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

**SECTION A: (40 Marks)**

*ALL the questions to be answered in this section*

1. A trainer in ABC institute is required to develop an end user training plan for computer software. List FOUR steps to undertake while developing this training plan. (4 marks)
2. Rose an ICT Technician prepared a user training manual. State FOUR importance of this user training manual. (4 marks)
3. Francis installed an operating system in his computer. List FOUR reasons why operating system was developed. (4 marks)
4. Backing up data is very vital before installation of new software. Explain TWO importance of this activity (4 marks)
5. Software can be acquired through various methods. Name FOUR software acquisition methods. (4 marks)
6. Edith advised her ICT Technician Level 6 classmates to test their developed software before implementation. Explain FOUR reasons why software testing is necessary. (4 marks)
7. Software configuration management (SCM) is a systematic process of managing software system changes. Describe TWO components of SCM. (4 marks)
8. Configuration audits are conducted at the end of each life cycle phase. Outline FOUR items that this audit verifies. (4 marks)
9. The user-vendor agreement is very important in software installation. Enumerate FOUR importance of having a user vendor agreement. (4 marks)
10. Software maintenance is the process of changing, modifying, and updating software to keep up with customer needs. Outline FOUR causes of software maintenance problems. (4 marks)

**SECTION B: (60 Marks)**

*Answer Any THREE the questions in this section*

11. a) An ICT technician intends to purchase software for the institution. Discuss FIVE factors to consider during the purchase. (10 marks)
- b) In computer software there is a category of software which is designed to help the end user to accomplish a certain specific task. Describe FIVE examples of these software. (10 marks)
12. a) Verifying the authenticity and integrity of downloaded software before installation is crucial in ensuring that software is genuine. Describe SIX methods you can employ to verify. (12 marks)
- b) A school management approaches you for your opinion on the operating systems that it can choose from. Explain FOUR types of operating system they can choose from. (8 marks)
13. a) During software installation, a technician may come across some issues. Discuss SEVEN reasons for software installation issues and how each can be resolved when it occurs. (14 marks)
- b) You have been requested to install a Trainee Attendance System in the departments' computer. Describe THREE hardware requirements you could consider before the software installation. (6 marks)
14. a) Yvonne was awarded a brand new desktop computer system which has no software. Discuss FIVE types of software installation she can use. (10 marks)
- b) Software revision ensures changes are made to the existing software to improve its functionality and address user feedback. Describe FIVE types of software revision (10 marks)

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