



UNIVERSITY COLLEGE TATI (UC TATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: DCT 1133
COURSE	: COMPUTER MAINTENANCE
SEMESTER/SESSION	: 2-2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer **ALL** questions.
2. All answers should be written in the answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hands and ask the invigilator.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 4 PRINTED PAGES INCLUDING COVER PAGE

QUESTION 1

- a) Describe the following safety procedures to protect people.
- i. Electrical safety (2 marks)
 - ii. Fire safety (2 marks)
- b) Describe the following terms:
- i. ESD (1 mark)
 - ii. EMI (1 mark)
 - iii. RFI (1 mark)
- c) List **FIVE (5)** computer equipment needs to be properly disposed. (5 marks)
- d) What does ESD stand for? (1 mark)
- e) List **FOUR (4)** types of power fluctuations. (4 marks)
- f) Describe Antistatic Wrist Strap in proper use. (3 marks)

QUESTION 2

- a) List **FIVE (5)** uses of disk management tools. (5 marks)
- b) Give **ONE (1)** example of hazard software that can damage your data. (1 mark)
- c) List **THREE (3)** of software protections. (3 marks)
- d) State **FOUR (4)** benefits of computer preventive maintenance. (4 marks)
- e) Elaborate about preventive maintenance in terms of saving time. (2 marks)
- f) List **TWO (2)** types of preventive maintenance task. (2 marks)
- g) List **FOUR (4)** activities involved in hardware task preventive maintenance. (4 marks)

QUESTION 3

- a) Fill in the following table based on optimal computer operating performance. (2 marks)

Table 1: Temperature and humidity of PC

Room temperature	i.
Humidity	ii.

- b) List **THREE (3)** types of laptops displays. (3 marks)
- c) List **FOUR (4)** built in components of laptop that are different from desktop PC. (4 marks)
- d) List **TWO (2)** examples of wearable devices. (2 marks)
- e) State **TWO (2)** types of question techniques to identify problems for troubleshooting. (2 marks)
- f) Give **THREE (3)** samples of close-ended questions. (3 marks)
- g) List **THREE (3)** of mobile operating systems. (3 marks)

Question 4

- a) Differentiate between open source and close source of mobile OS with their example. (4 marks)
- b) Give **TWO (2)** benefits of updating the operating systems (2 marks)
- c) Define the term that is commonly used to describe two Bluetooth devices establishing a connection. (1 mark)
- d) List **THREE (3)** commonly attributes that contribute to computer problems. (3 marks)
- e) Give **ONE (1)** solution that can be used to solve computer problems. (1 mark)
- f) Give **SIX (6)** steps of all troubleshooting processes on computer problems. (6 marks)

Question 5

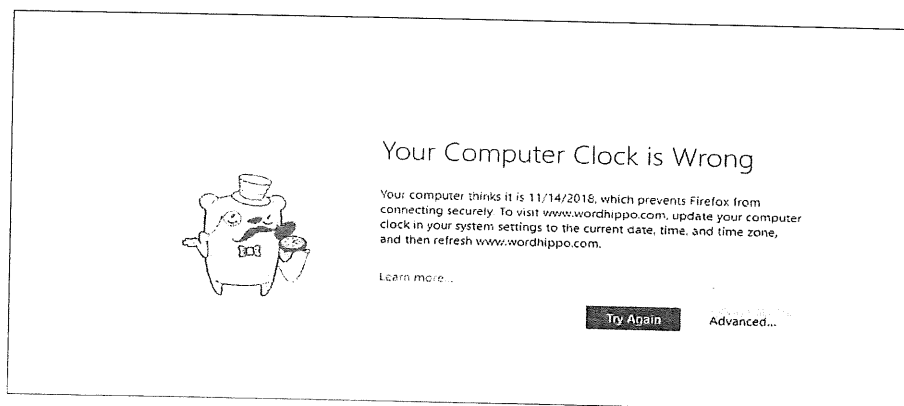


Figure 1 : Google Search Result.

- a) Based on Figure 1, describe **ONE(1)** the problem that has occurred and give **THREE (3)** solutions to overcome the problem.

(5 marks)

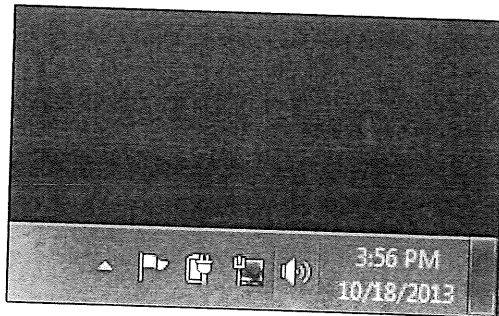


Figure 2: Windows System Tray

- b) One of lab computers cannot surf internet that previously going fine. Based on Figure 2, identify **TWO (2)** probable problems that might be occurred together with its solution to overcome the problems.

(4 marks)

- c) En. Rahman was working in an engineering company. One day, he found the computer was running slow. Explain **FIVE (5)** possibilities problems with their solutions.

(10 marks)

- d) Based on the situation in Table 2, fill in the appropriate answer.

(4 marks)

Table 2: Printer Problems

Identify the problem	Probable Causes	Possible Solutions
Paper is creased after printing.	i.	ii.
Paper is not being fed into the printer	iii.	iv.

-----End of question-----