

M4.3-R4: INTRODUCTION TO ICT RESOURCES

NOTE:

1. There are **TWO PARTS** in this Module/Paper. **PART ONE** contains **FOUR** questions and **PART TWO** contains **FIVE** questions.
2. **PART ONE** is to be answered in the **TEAR-OFF ANSWER SHEET** only, attached to the question paper, as per the instructions contained therein. **PART ONE** is **NOT** to be answered in the answer book.
3. Maximum time allotted for **PART ONE** is **ONE HOUR**. Answer book for **PART TWO** will be supplied at the table when the answer sheet for **PART ONE** is returned. However, candidates, who complete **PART ONE** earlier than one hour, can collect the answer book for **PART TWO** immediately after handing over the answer sheet for **PART ONE**.

TOTAL TIME: 3 HOURS

TOTAL MARKS: 100
(PART ONE – 40; PART TWO – 60)

PART ONE **(Answer all the questions)**

1. **Each question below gives a multiple choice of answers. Choose the most appropriate one and enter in the “tear-off” answer sheet attached to the question paper, following instructions therein. (1x10)**
 - 1.1 If you turn on a PC and the boot-up process halts, giving you the message “Non-System disk or disk error...Replace and press any key when ready”, the problem is likely:
 - A) A non-bootable floppy disk is in the floppy-disk drive and you should remove it
 - B) The hard-drive has failed and you should replace it
 - C) RAM has failed and you should replace it
 - D) A key on the keyboard is stuck and the keyboard should be replaced
 - 1.2 The following is the assembly and disassembly procedure:
 - A) Case or cover assembly
 - B) Adapter boards
 - C) Motherboard
 - D) All of the above
 - 1.3 If a PC freezes or behaves otherwise erratically and the system unit is very quiet, the most likely cause is:
 - A) A virus has infected the system
 - B) The hard-drive is almost out of space
 - C) The CMOS-RAM is failing
 - D) The power-supply fan has failed and the system is overheating
 - 1.4 What should you do if you receive the following message:
Cannot find a device file that may be needed to run Windows or a Windows application.....zyvxd.386 Press any key to continue?
 - A) Power the machine OFF, then ON to resync the kernel
 - B) Replace the hard drive
 - C) Start Windows and run Scandisk to reload the missing file(s)
 - D) Press any key to continue loading Windows and then either reload the missing file or remove the line in SYSTEM.INI that loads it

- 1.5 Which answer best describes the following:
"g"\progra~1\indexes\mydocs\gregfoot\bigbaby.doc"
- A) A line in Grep programming code relating to the bigbaby time constant
 - B) The location of a file called BIGBABY.DOC which is located in the gregfoot subdirectory on drive g:
 - C) Programming code which defines a small footprint, mini tower PC
 - D) An illegal error from a document called Programming for UNIX, which the word processor, DOS, can't find
- 1.6 A circuit switch
- A) has large buffers to hold data before forwarding
 - B) can switch data based on the incoming frequency
 - C) can interconnect shared links
 - D) needs to be programmed prior to data transfer
- 1.7 A packet switch
- A) forwards packets received on one link to another based on header information
 - B) could drop packets
 - C) can be programmed with resource reservations prior to data transfer
 - D) has only one interface
- 1.8 Destination address is
- A) carried in every frame of data carried through a circuit-switched network
 - B) carried in every packet header in a connectionless packet-switched network
 - C) carried in a call setup message in a connection-oriented packet-switched network
 - D) carried in routing protocol messages
- 1.9 What is a GPF?
- A) A hard drive with insufficient available space
 - B) Part of the Microsoft General Procedures for Windows Operating Systems
 - C) A Windows General Protection Fault
 - D) All of the above
- 1.10 The physical part of the PC that keeps track of the hardware resources on the system is the:
- A) ROM BIOS Chip
 - B) CMOS RAM
 - C) Hard Drive
 - D) Power Supply

2. Each statement below is either TRUE or FALSE. Choose the most appropriate one and ENTER in the “tear-off” sheet attached to the question paper, following instructions therein. (1x10)

- 2.1 A buffer is a program that helps coordinate all print jobs currently being sent to the printer.
- 2.2 A file compression utility is a program that takes out redundancies in a file to reduce the file size, making it easier and faster to send or save.
- 2.3 A file is a collection of related pieces of information stored together for easy reference
- 2.4 After the Recycle Bin has been emptied, the files cannot be retrieved without special software.
- 2.5 All operating system use the same file-naming conventions or rules.
- 2.6 Although many computer systems include a flat panel today, screen savers are still necessary to prevent burn-in.
- 2.7 An evaluation of your computer’s storage subsystem would evaluate your computer’s video card.
- 2.8 By saving a word-processing file as an RTF, you can be sure that anyone can read your file, no matter which word-processing program they are using.
- 2.9 Cache memory is generally slower than RAM.
- 2.10 Deleting a program from the Program Files folder on the C drive is the best way to remove a program from the system.

3. Match words and phrases in column X with the closest related meaning/ word(s)/phrase(s) in column Y. Enter your selection in the “tear-off” answer sheet attached to the question paper, following instructions therein. (1x10)

X		Y	
3.1	A utility that removes unnecessary files from a slow-running hard drive	A.	AUTOEXEC.BAT or SYSTEM.INI
3.2	Display of files and folders as icons in list form	B.	Signaling Protocol
3.3	A mainframe Operating System that falls into the multiuser category	C.	The number of beeps describe the speed of the RAM Chips
3.4	Windows file loads applications that run when Windows open	D.	Disk Cleanup
3.5	Significance do the “beep” have during the boot process of a pc.	E.	UNIX
3.6	Consists of congestion detection and congestion recovery actions	F.	Wi-Fi
3.7	Type of protocol used to identify signaling encapsulation	G.	Tiles view
3.8	Congestion control schemes that prevent a sender from sending packets at a priority level below some value can be used	H.	Internet service
3.9	A set of popular technologies and standards for wireless computer networking	I.	Congestion control
3.10	DSL, cable, dialup, ISDN and satellite	J.	Priority Queuing System
		K.	Taskmgr.exe
		L.	SMTP
		M.	PKZIP

4. Each statement below has a blank space to fit one of the word(s) or phrase(s) in the list below. Enter your choice in the “tear-off” answer sheet attached to the question paper, following instructions therein. (1x10)

A.	Trojan	B.	Execution	C.	Fiber-optic
D.	Boot	E.	Software Package	F.	Real-time
G.	Gadgets	H.	Request resources	I.	Nonvolatile BIOS
J.	Twisted-pair	K.	Real-time clock	L.	Authentication
M.	Docking port				

- 4.1 _____ can be anything in Windows Vista you refer to frequently, including weather information, calendar items, calculators, games, photo albums, and more.
- 4.2 _____ is a special method of distributing and installing software (or software upgrades) to a computer.
- 4.3 _____ memory refers to a small memory on PC motherboards that is used to store BIOS setting.
- 4.4 The CMOS RAM and the _____ have been integrated as a part of the south bridge chipset and it may not be a standalone chip on modern motherboards.
- 4.5 Installation (or setup) of a computer program (including device drivers and plug-in), is the act of making the program ready for _____.
- 4.6 The power-on self-test compared its results to the information stored in CMOS before proceeding with the _____ process.
- 4.7 The verification of your login name and password at the end of the boot process is called _____.
- 4.8 _____ operating system require minimal user interaction.
- 4.9 An external modem connects to a PC via a _____.
- 4.10 Routing protocols are used by end hosts to _____.

PART TWO
(Answer any **FOUR** questions)

- 5.**
- a) If your computer displays “NTLDR is Missing”, write any five causes for the display.
 - b) Write the procedure to enter the BIOS or CMOS setup.
 - c) Write a procedure to install a printer in Microsoft Windows?
- (5+5+5)**
- 6.**
- a) What is the difference between LAN and WLAN? Explain advantages and disadvantages of various network topologies with examples.
 - b) Explain the basic architecture of the computer system? What is the basic functionality of a motherboard?
- (7+8)**
- 7.**
- a) Explain the functionality of SCANDISK utility?
 - b) What is a virus program? How does anti-virus software protect from virus infection.
 - c) What is the difference between an Open Source Software and a Proprietary Software? Give one example of Open Source Operating System and one for a Proprietary Operating System.
- (5+5+5)**
- 8.**
- a) How to configure a Windows NT network server for printing?
 - b) What are types of storage devices?
- (7+8)**
- 9.** Explain any **three** of the followings:
- a) IPv4 addressing
 - b) Windows Backup Utility
 - c) Defragmentation of hard disk
 - d) Routers
- (5x3)**