COLLEGE OF HUMAN RESOURCE MANAGEMENT
DIPLOMA IN HUMAN RESOURCE MANAGEMENT
END OF SEMESTER EXAMS

SUBJECT: **ICT** PAPERP B-*Practical Exam*
SUBJECT CODE: **2908/105**
LECTURER: **EMMANUEL ATAMBO**
CLASS: **DHRM 2014B**
DATE: **28TH MAY 2014**
TIME: **1 ½ HOURS**

Specific instructions to candidates

- *Create a folder named KNECEXAM on the desktop to store all the practical work done on this paper*

- *Answer all Questions*

TASK 1

The customer services manager of Cool IT Support services would like to send letters to their customers every week. As the department administrator assistant, you have been requested to prepare this letter.

(a) (i) Open a word processing program and key in the following letter as it appears. Save it as *FeedbackLetter* in the KNECEXAM folder.   (5 marks)

Customer Service

Cool IT Support Services

P.O. BOX 789-00100

NAIROBI

KENYA

<<Today's date>>

<<RequesterName>>

<<Address>>

<<Town>>

Dear Sir/Madam

We received a support request from you on <<Date>> that required our attention. Our information and Communication Technology staff members reviewed it and took appropriate measures to solve your problem. The current status of your request is as follows:

Request Number	Summary Description	Date Submitted	Status
<<RequestNumber>>	<<Summary>>	<<Date>>	<<Status>>

In order to serve you better, kindly confirm the status as reported by our staff.

Your faithfully,

Ken Thomas

CUSTOMER SERVICE MANAGER

(ii) Using the details in table 1, create customized letters for each of the recipients.
Use a mail merge facility and save the data source approprietly.   (5 marks)
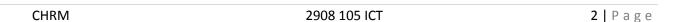

RequesterName	Address	Town	RequestNumber	Date	Summary	Status
Peter Mwandie	Box 21312	Meru	CIUT123	10/01/2012	slow	resolved
Migaye Tatu	Box 2332	Nairobi	CIUT124	15/12/2012	Cant	Pending
Fabio Muthoka	Box 11	Kitui	CIUT125	17/07/2012	Fail	Pending

Table 1

(iii) Save the customized letters as CustomerRequests in the KNECEXAM folder.   (1 mark)

(b) The manager intends to use the following programme during the seminar. Open a word processing
program and create it as it appears. Save the work as program.rft in a folder KNECEXAM   (6marks)

COLLEGE OF HUMAN RESOURCE MANAGEMENT

TIME	ACTIVITY	CHAIRPERSON	FACILITATOR
8.30 A.M 10.00 A.M	Introduction to ICT	Mr Jobeson	Ms. anne
	HEALTH BREAK		
11.00 A.M 1.00 P.M	personalized health monitoring	Mrs Grace	Dr. Albert
	HEALTH BREAK		
2.00 P.M 4.00 P.M	Glare and Ergonomic equipment	Mr.Jabosen	Mrs. Davis

TASK 2

The following names and marks for each subject.   (2 marks)

NAMES	MATHS	ENG	GEO	HIST	AGRI	TOTAL	AVERAGE	MIN	MAX
JOHN	78	50	79	90	68				
KAKAI	40	57	82	72	69				
MUSAU	90	63	40	63	30				
BILLY	50	84	58	64	70				

i)   Insert a row in between John and Kakai fill in the following name and the marks. Lesororo maths – 80, Eng-95, Geo-70, His-97, Agr-79   (2marks)
ii)   Find the total marks for each name.   (1 mark)
iii)   format the worksheet as follows: (2marks)
   a.   outside border –thick black
   b.   inside border –dotted
   c.   Number – two decimal places
   d.   Cell containing the mean number of days – shade grey color
iv)   Calculate the average marks for each name   (1 mark)
v)   Find the minimum and maximum for each subject   (2 marks)
vi)   Insert a pie chart to reflect the above marks and save it as CHRM chart   (2 marks)
vii)   Save your work as CHRM in the KNECEXAM folder   (1 marks)

TASK 3

1.   open a Microsoft PowerPoint file and do the following:

SLIDE 1

A. Web server

B. Web page

C. Web site

D. Web browser

SLIDE 2

i.   Data
ii.   Data processing
iii.   Information
iv.   Hardware
v.   Software

(i) Change the BACKGROUND of slide one to blue   (1mark)
(ii) Change the background of slide two to green   (1mark)
(iii)Format your slides to be as presentable as possible.   (1mark)
(iv)Save your work as **MY WORK**   (1mark)

1. **create the following table using design view and name it employees table**

Employ number	surname	forename	Date of birth	Date of employment	Old salary	New salary	department
9034	mercy	njeri	22/12/70	01/04/94	18000		IT
9003	johan	Kelly	20/11/46	01/02/64	12000		IT
9012	mary	wanja	16/04/55	04/04/79	16685		BA
9001	purity	atieno	21/03/54	01/09/74	14000		SM
90032	Jane	kamene	25/11/65	01/03/90	18500		FM
9002	patience	ntonjira	01/08/72	02/03/90	8500		BA

i.   Create a query displaying the following and save as department   (1mark)
   - Surname
   - Department name
   - Old Salaries
ii.   Create a query showing employees who earn more than 10000.   (1mark)
iii.   Create a query that will display records with their surnames starts with letter m   (1mark)
iv.   Create a query that will display surnames ending with letter y   (1mark)
v.   Create a query to display date of birth 11/25/65   (1mark)
vi.   Create a query to display employees who are not from IT department   (1mark)