



COLLEGE OF HUMAN RESOURCE MANAGEMENT

DIPLOMA IN HUMAN RESOURCE MANAGEMENT END OF SEMESTER EXAMS

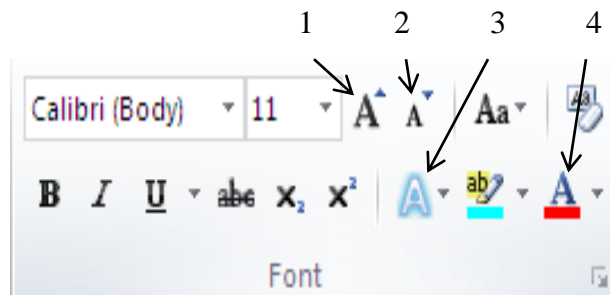
SUBJECT: ICT
SUBJECT CODE: 2908/103
CLASS: DHRM2014A / CHRM 2014A
LECTURER: DAVID KIARIE
DATE: 28TH MAY 2014
TIME: 2 ½ HOURS

Instructions

*This paper consists of SIX Questions.
Answer any FOUR questions.*

QUESTION ONE

- a) David has been advised by a friend to first install an operating system in his new laptop. Define an operating system and outline four functions of such software. **(6marks)**
- b) The icons below are used in formatting a word document.



Required:

- i. What is an icon? **(2marks)**
- ii. State the meanings of the icons labelled 1,2,3 and 4. **(8marks)**
- c) With the aid of an example, explain *absolute* and *relative cell referencing* as used in spreadsheet programs. **(4marks)**

QUESTION TWO

- a) Ann is a human resource manager. Advise her on four methods of protecting employees' computerised data. **(4marks)**
- b) Differentiate between **batch** and **multitasking** data processing modes. **(3marks)**
- c) What are computer threats? Outline four of such threats. **(6marks)**
- d) You have the intention of buying a personal computer. State **four** technical factors to consider. **(4marks)**

- e) Distinguish between **data** and **information**. (3marks)

QUESTION THREE

- a) The **Internet** is one of the significant developments in ICT. Define the term **Internet** and outline four functions of same in a business environment. (6 marks)
- b) In computer networks, define the following:
- i. Repeater
 - ii. Switch
 - iii. Ring topology
 - iv. Full duplex
 - v. Synchronous mode (10marks)
- c) State two examples of each of the following categories of computer hardware devices:
- i. Optical storage media (2marks)
 - ii. Pointing devices (2marks)

QUESTION FOUR

- a) Distinguish between 3rd and 4th generation computers. (5marks)
- b) You would like to create customized invitation letters for all your friends. Describe a word processing feature you could use to achieve the objective. (3marks)
- c) With the aid of a diagram, describe a **star topology** as used in computers. (4marks)
- d) Distinguish between the **Internet** and **www**. (3marks)
- e) Name **three** applications of the Internet. (3marks)
- f) Explain the term **biometrics** as used in computer security. (2marks)

QUESTION FIVE

- a) Computer software is classified into two areas namely system software and application software. Examples of system software include: translators and utilities while examples of application software are general packages, tools and specialist packages

Required:

- i. Describe briefly two types of translators. (4marks)
 - ii. What is a utility? (3marks)
 - iii. Describe three types of utilities. (6marks)
 - iv. Distinguish between tools and specialist packages. (4marks)
- b) Explain two factors to consider when selecting computer software. (3marks)

QUESTION SIX

- a) In word processing, distinguish between **resizing** and **cropping** a picture. (3marks)
- b) Differentiate between **multiprocessing** and **multiprogramming**. (3marks)
- c) Describe the following file organization methods;
- i. Sequential (2marks)
 - ii. Indexed-sequential (2marks)
- d) Describe two components of the CPU. (5marks)
- e) Illustrate the classification of computer software using a diagram. (5marks)

END