

1. (a) (i) Describe **two** *system utilities* that could be used to duplicate information in a computer system. (4 marks)

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- (ii) Distinguish between *internal* and *external* disk operating system commands. (4 marks)

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- (b) (i) The following cell references were typed by a student during a spreadsheet program lesson:

I.     \$A\$11;

II.    A11;

III.   A\$11.

Identify each type of cell reference used. (3 marks)

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- (ii) A student created an embedded chart in a worksheet. He clicked the printer icon to print the work and he observed that only the chart was printed.

- I.     Outline the most appropriate cause for this observation. (1 mark)

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- II.    Outline the procedure the student could follow to print both the chart and the data on the same page. (1 mark)

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- (iii) Explain the term *template* as used in a word processing program. (2 marks)

2. (a) Table 1 shows student details in a word processing program. Use it to answer the questions that follow.

Student AdmNo	Student Name	Course Work Marks	Exam Marks	Total Marks
ICT/213	Mary	20	50	
EPD/256	Zawadi	28	59	
CTD/231	Moses	14	40	
FBD/321	Betty	23	52	
Average				

Table 1

Write a function that could be used to:

- (i) calculate the total for the first student; (1 mark)

- (ii) calculate the average course work mark. (1 mark)

- (b) (i) Explain each of the following terms as used in a database program:  
I. calculated field; (2 marks)

- II. filtering. (2 marks)

- (ii) Outline **two** benefits derived from creating reports in a database program. (2 marks)

- (c) (i) Juma, an entrepreneur intends to invest in a publishing business. Identify **four** examples of general purpose DTP application software that Juma could acquire in order to start his business. (2 marks)

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- (ii) Outline the steps that could be followed to insert a *word art* in a DTP application. (3 marks)

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- (d) Figure 1 shows an output produced from a presentation program. Use it to answer the questions that follow.

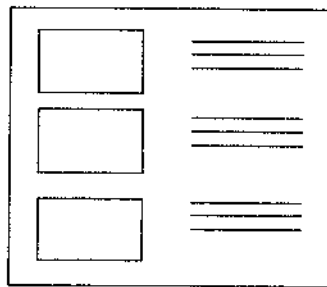


Figure 1

- (i) Identify the print type depicted in the figure; (1 mark)

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- (ii) Outline the reason for preferring the print type identified in (i). (1 mark)

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3. (a) State **two** uses of macros in a spreadsheet program. (2 marks)

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- (b) (i) Figure 2 is an extract from a word processing program. Use it to answer the questions that follow.

## Bluetooth Technology

**Bluetooth** is a proprietary open wireless technology standard for exchanging data over short distances from fixed and mobile devices, creating personal area networks (PANs) with high levels of security. Bluetooth technology was created by telecoms vendor Ericsson in 1994, it was originally conceived as a wireless alternative to RS-232® data cables. It can connect several devices, overcoming problems of synchronization.

For two or more devices to communicate several questions arise, such as

- ✓ How much data will be sent at a time?
- ✓ How will they communicate to each other?

Figure 2

- I. identify **four** text formatting features applied; (2 marks)

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- II. identify **two** paragraph formatting features applied. (2 marks)

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- (ii) Define the term *watermark* as used in a word processing program. (1 mark)

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- (c) (i) Distinguish between *append* and *insert* features as used in a database program. (2 marks)

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- Blank lined paper for writing.

- (The page contains horizontal ruling lines for writing.)*

- | Admno   | Name  | Sex    | Course                 | Balance (Ksh) |
|---------|-------|--------|------------------------|---------------|
| C20/234 | James | Male   | Diploma in ICT         | 2,500         |
| E23/056 | Mary  | Female | Diploma in Electronics | 5,500         |
| H12/125 | Hosea | Male   | Diploma in Hospitality | 2,300         |
| H12/278 | John  | Male   | Diploma in Hospitality | 3,200         |
| C20/239 | Judy  | Female | Diploma in ICT         | 8,500         |

Write a criteria that could be used to extract each of the following:

1. **Introduction**
2. **Background**
3. **Methodology**
4. **Results**
5. **Discussion**
6. **Conclusion**
7. **References**
8. **Appendix**
9. **Index**
10. **Table of Contents**
11. **Figure 1**
12. **Figure 2**
13. **Figure 3**
14. **Figure 4**
15. **Figure 5**
16. **Figure 6**
17. **Figure 7**
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229. **Figure 219**

- (ii) records of all students whose balance ranges from 3,000 to 5,000; (1 mark)

- (iii) records of all students taking a diploma in ICT. (1 mark)

- (c) (i) Write DOS commands that could be used to carry out each of the following:  
I. create a new directory named *KNEC* in the root of drive A; (1 mark)

- II. display all the directories in drive C horizontally; (1 mark)

- III. delete a file named *Student* in drive D. (1 mark)

- (ii) Distinguish between *scandisk* and *checkdisk* commands as applied in DOS. (4 marks)

- (d) Describe the term *master page* as used in DTP. (2 marks)

5. (a) (i) State **four** features that make an electronic spreadsheet better than a manual spreadsheet. (2 marks)

- (ii) For each of the following scenarios, state the most appropriate spreadsheet chart that could be used:

I. comparing two variables; (1 mark)

II. displaying trends over time; (1 mark)

III. showing the contribution of a variable to the whole population. (1 mark)

- (b) Figure 3 shows patients' details represented in a spreadsheet program. Use it to answer the questions that follow.

Patient Number	Patient Name	Days Admitted	Rate/day	Deposit Paid	Total Bill	Balance
001	Janet	15	1600	2500		
002	Mike	12	2500	10000		
003	Zaira	6	1900	3000		

Figure 3

- (i) Write a formula that could be used to compute:

I. the total bill for Janet; (1 mark)

II. the balance for Mike. (1 mark)

- (ii) Assuming that a patient is only discharged upon full payment of his/her bill. Write a function that could be used to indicate whether a patient can be discharged or not. (2 marks)

- (c) (i) Explain the term *custom slide show* as used in a presentation program. (2 marks)

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- (ii) Distinguish between *animation* and *transition* as used in a presentation program. (4 marks)

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6. (a) (i) Outline the importance of recording *narration* in a presentation program. (1 mark)

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- (ii) Outline the function of each of the following presentation program features:  
I. Grayscale; (1 mark)

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- II. Movies and sounds; (1 mark)

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- III. Date and Time. (1 mark)

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- (b) (i) Prudence, an IT officer in a certain firm observed that one of the computers in the Accounts section was taking too long to load programs.

- I. state **one** possible cause of this problem; (1 mark)

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- II. outline **two** preventive measures which Prudence could put in place to minimize the problem. (1 mark)

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- (ii) ABC Company Ltd. is carrying out a major maintenance exercise for their storey building which is expected to take about six months. The maintenance section has suggested that the IT department may be moved to the basement of the building for that period. Explain **two** environmental factors that could make this move unwise. (4 marks)

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- (c) (i) State the position in a publication where each of the following will be inserted.

I. footnote; (1 mark)

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II. endnote. (1 mark)

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- (ii) Outline **four** ergonomic practices that could be adopted by personnel in a busy publishing firm. (2 marks)

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