UGANDA BUSINESS AND TECHNICAL EXAMINATIONS BOARD

Business and Humanities Certificate Modular Examinations

NOV-DEC 2024 SERIES

PROGRAMME

NCCM, NCICT

MODULE NAME

COMPUTER REPAIR AND MAINTENANCE

PAPER NAME

COMPUTER REPAIR AND MAINTENANCE (THEORY)

PAPER CODE

NCCM121/NCICT121

YEAR I, SEMESTER II

2½ HOURS

WEDNESDAY, 11TH DECEMBER, 2024

INSTRUCTIONS TO CANDIDATES

1. *This paper consists of **two** sections **A** and **B**.*
2. *Section **A** is compulsory and carries **20** marks.*
3. *Section **B** consists of **six** questions. Answer only **four** questions from this section.*
4. *All questions carry equal marks.*
5. *All answers to each question should begin on a fresh page.*
6. *All answers and rough work should be done in the official answer booklet provided.*
7. ***Do not** write on the question paper.*
8. *Read other instructions on the answer booklet.*

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SECTION A - (20 MARKS)

Answer all questions in this section.

Question One

(a) Distinguish between **BIOS** and **UEFI** configuration. (04 marks)

(b) Define the term **preventive maintenance**. (02 marks)

(c) List **two** types of operating systems used today. (02 marks)

(d) Distinguish between **disk fragmentation** and **disk partitioning**. (04 marks)

(e) List **four** safety tools required to maintain a computer laboratory. (04 marks)

(f) Explain how a motherboard facilitates communication between different internal components of a computer. (02 marks)

(g) State the primary function of the CMOS battery to a computer system. (02 marks)

SECTION B - (80 MARKS)

Answer only four questions from this section.

Question Two ✓

A fellow student was interested in purchasing a new laptop system for his research projects. He decided to come to you seeking guidance on this.

(a) Explain **four** main functions that are performed by such system. (08 marks)

(b) Discuss **four** system specifications which should be considered before purchasing the device. (08 marks)

(c) State **four** ways in which you will set up his system for optimal productivity. (04 marks)

Question Three ✓

Steven is turning on his desktop computer system, but sadly there is no display on the monitor. He has contacted you for assistance to resolve the problem.

(a) Explain **four** possible factors that could be contributing to the problem above on Steven's system. (08 marks)

(b) Examine **three** steps you would follow to troubleshoot and potentially resolve the problem. (06 marks)

(c) Discuss **three** precautions you would advise him to adopt to prevent future problems as in the scenario. (06 marks)

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Question Four

Timothy is experiencing low performance on his laptop system. On seeking help from you, you advised him to perform a disk defragmentation process so as to improve the system performance.

(a) Explain **two** importance of a disk defragmentation process in his computer. (04 marks)

(b) Describe **four** procedures that he should follow to successfully perform the process above. (08 marks)

(c) Apart from the process in the scenario, examine **four** other maintenance practices you could have advised Timothy to always perform so as to further enhance the overall performance and lifespan of his system. (08 marks)

Question Five

A company has invested in a wireless network connectivity to enable smooth running of work, and they contacted you for help in connecting individual user laptops to the service but you observed that some computers failed to connect to the network.

(a) List **four** devices required to establish such a wireless network connectivity. (04 marks)

(b) Explain **four** potential reasons that could be causing the problem. (08 marks)

(c) List an eight step-by-step procedure that could be followed to successfully troubleshoot and resolve the system's network issue. (08 marks)

Question Six

You have been hired as a computer laboratory technician. The first task in your docket will be to conduct a disposal process of all old computer systems in the laboratory.

(a) Examine **four** factors that could have influenced the decision to conduct the process above. (08 marks)

(b) Explain **three** considerations that should be taken into account before executing the process above. (06 marks)

(c) Discuss **three** key data security measures and practices that you plan to implement during the process to safeguard sensitive information and prevent data breaches. (06 marks)

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Question Seven

Ronald is experiencing performance issues with his laptop system, including slow performance, frequent freezing, and unresponsive programs. He has approached you for assistance.

(a) Discuss **four** potential factors that could be causing Ronald's system to exhibit the issues above. (08 marks)

(b) Explain **four** troubleshooting mechanisms to diagnose and resolve the issues on Ronald's system. (08 marks)

(c) State **four** software tools or utilities that you would use to assist in diagnosing and fixing the issues on Ronald's system. (04 marks)

END

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