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**061005T4ICT****ICT TECHNICIAN LEVEL 5****IT/OS/ICT/CR/02/5/A**

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**IT/OS/ICT/CR/02/5/B**

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**Install Computer Software****July/August 2025**

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**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)**

**WRITTEN ASSESSMENT**

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**Time: 3 HOURS**

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**INSTRUCTIONS TO CANDIDATE**

1. The paper consists of **TWO** sections: **A** and **B**.

2. Answers in section A and **ANY THREE (3)** questions in section B.

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3. Marks for each question are indicated in the brackets.

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4. Candidates are provided with a separate answer booklet.

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5. **DO NOT** write on the question paper.

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**This paper consists of FOUR (4) printed pages**  
**Candidate should check the question paper to ascertain that all**  
**pages are printed as indicated and that no questions are missing.**

## SECTION A (40 MARKS)

*Questions in this section*

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1. A trainer explained the following terms that are related to software installation, Define the terms. (4 marks)

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a. Software

b. Installation

c. Program execution

d. Systems configuration

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2. Software selection is the process of identifying and choosing the most suitable software to meet specific needs and requirements. Outline FOUR criteria to consider when selecting software for installation. (4 marks)

3. Outline four disadvantages a company might encounter when choosing to acquire and use off-the-shelf software solutions. (4 marks)

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4. When acquiring software, it is important to do it legally so as to avoid issues with viruses, data loss and piracy. Name THREE methods used to legally acquire software for installation. (3 marks)

5. A system administrator told the CEO of his organization that they needed to back-up their data before installing new software. Identify TWO reasons why it is important to back up the data. (2 marks)

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6. Software Configuration Management is the process to systematically manage and control software changes. Identify the basic requirements for a software configuration management system. (4 marks)

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7. The underlying principle in operating system design is to make complex tasks very simple for the user to carry out. Identify REE types of human computer interfaces. (3 marks)

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8. Data security is a set of standards and technologies that protect data from intentional or accidental modification, or disclosure. List THREE principles of data security within a computing environment. (3 marks)

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9. Software testing is a technique to check whether the actual result matches the expected result. State FOUR software testing techniques. (4 marks)

10. User training helps the user in operating the system in an efficient way by understanding the problem. Identify THREE reasons why assessing user skill level is important before training. (3 marks)

11. The stakeholders of a software company would like to evaluate the quality of the product and make a decision on the software before its release. List FOUR components of a software test report. (4 marks)

12. During deployment of new software, a software engineer would like to train the users. Give TWO examples of effective user training methods for the new software. (2 marks)

### SECTIONB (60 MARKS)

#### *Answer Any THREE Questions in This Section*

13. An Operating System is a program that controls interaction between hardware and the software.

a. Explain FOUR factors that you should consider when choosing an Operating System to install in a software development company. (8 marks)

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b. A software engineer needs to travel and has to book a bus online and pay via M-pesa. Explain two operating systems that can be applied in this scenario. (4 marks)

c. Operating systems are the unsung heroes of our lives, constantly working behind the scenes to make our interactions with technology seamless. Explain FOUR functions of an operating system. (8 marks)

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a. A software license agreement is something in place to protect you from infringement of copyright law. Explain FOUR reasons why we need to accept software license agreement. (8 marks)

b. Software testing is a to check whether the actual result matches the expected result and to ensure that the software has no defect or bug. Explain THREE quality factors that should be considered. (6 marks)

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c. A software development company has a new word processor, they need to create robust installation media to enable users to easily install the software on their computers. Explain THREE main requirements that must be met when preparing an installation media. (6 marks)

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15.

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- a. Data security and control is an essential part of any organization. Explain FOUR types of data security controls that an organization may incorporate in its systems. (8 marks)

- b. An organization realized that their system is outdated, produced a lot of errors and was about to crash. Explain four types of maintenance that technical support team will carry out to ensure that the system serves them effectively. (8 marks)

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- c. Decision table-based testing is a software testing technique used for functions which respond to a combination of inputs or events. Identify the FOUR steps in decision table testing (4 marks)

16.

- a. A company needs to equip its new branches with essential software. The IT department has been tasked with evaluating different methods of software installation to ensure efficient deployment, minimal downtime, and easy maintenance across all locations. Explain FOUR types of software installation methods that the organization would adopt. (8 marks)

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- b. You are the configuration manager of an accounting firm. Provide a detailed outline of the steps involved when you are establishing the control measures in software change. Support your explanation w-labeled diagram. (6 marks)

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- c. Assuming you are a technician in an organization and you are requested to install window 10 in the computers in the department of procurement. Describe THREE things you would check in a computer (PC) before installing Windows 10. (6 marks)

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