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061006T4ICT**ICT TECHNICIAN LEVEL 6****IT/OS/ICT/CR/04/6/A**

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IT/OS/ICT/CR/04/6/B

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Perform ICT System Support**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

INSTRUCTIONS TO CANDIDATE

1. The paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in sec A and any **THREE** (3) questions in section B.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet.
5. **DO NOT** write on this question paper.

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This paper consists of THREE (3) printed pages

**Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.**

SECTION A (40 MARKS)***Answer ALL the questions in this section.***

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1. ICT infrastructure consists of several components. Identify FOUR such components. (4 marks)
2. The computer clock is not displaying the correct time and date, Outline TWO causes and their solutions. (4 marks)
3. An ICT system infrastructure performance can be affected by several factors. Explain how the following factors affect ICT systems. (4 marks)
 - a) Natural disasters;
 - b) Dust.
4. An online service provider company realized that its system keeps failing. Identify FOUR possible causes of this system failure. (4 marks)
5. Internet connectivity has been listed as a major requirement used in offering IT support. Identify FOUR importance of internet connectivity. (4 marks)
6. Can audit to ICT system helps an organization to comply with rules and regulations. Outline THREE types of audit which an organization might carry out. (4 marks)
7. As a system analyst, outline FOUR importance of documentation in providing IT Support. (4 marks)
8. Most organizations have well-established ICT policies. Identify FOUR key roles these policies play in an organization. (4 marks)
9. CISCO Company organized user training after introducing new technology. Explain TWO benefits the company is likely to achieve from this. (4 marks)
10. In the context of ICT Support, define the following. (4 marks)
 - a) Troubleshooting;
 - b) ICT Infrastructure.

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SECTION B (60 MARKS)

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Answer questions in this section

11	a) As an ICT technician in a TVET institution, advice on FIVE types of software performn be done on softwares installed in the computers within the institution. (10 marks) b) Conducting performance analysis is essential for and improving ICT systems in an organization. i. Describe the term performance analysis. (2marks) ii. Discuss FOUR importance of conducting this type of analysis. (8 marks)
12	a) Huawei Company has been experiencing software failures and because of this they have opted to outsource an ICT support technician to check on what could be cause. Discuss FOUR safety precautions that the technician will observe during troubleshooting of Huawei's software. (8 marks) b) A government agency has reported frequent disruptions in its ICT services, suspected to be linked to poor infrastructure. Describe SIX problems a consultant might identify as related to the organization's ICT trouble shooting the system. (12 marks)
13.	a) Machina Tea Company has requested you as an expert in ICT System Support to c ir existing ICT infrastructure. Describe FIVE key steps that you will follow to carry out this audit. (10 marks) b) Improper ergonomic practices during prolonged use of ICT devices can negatively impact users' health. Discuss THREE health-related issues a user may experience, (6 marks) c) As an ICT intern, you have been advised by your supervisor to always lock the IT Server room when leaving. Explain TWO reasons for this advice. (4 marks)
14	a) important elements to consider in performing ICT System Support is tools used to diagnose and fix problems explain FIVE examples of such tools used. (10 marks) b) Configuring a firewall is a fundamental step in establishing a secure network. Discuss FIVE importance of a firewall as a way of securing a network.(10 marks)