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Date: 01.08.2025 10:37 AM

061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/04/6/A By: Technical And Vocational College

IT/OS/ICT/CR/04/6/B^{1.08.2025} 10:37 AM

Perform ICT System Support

July/August 2025.

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

WRITTEN ASSESSMENT

Printed By: Technical And Vocational College Date: 01.08.2025 10:37 AM

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

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- 1. The paper consists of TWO sections: A and B. $_{\text{Date: }01.08.2025\ 10:37\ AM}$
- 2. Answer **ALL** questions in sec A and any THREE (3) questions in section B.
- 3. Marks fo stion are in dicated in the backets
- 4. Detained it afters are provided with a separate answer booklet

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

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Printed Technical And Vocational College Date: 01.08.2025 10:37 AM

Printed By T Tribris ap Ande Trocations 15 ts of THREE (3) printed pages Date: 01.08.2025 10:37 AM

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)

Printed By: Technical And Vocational College Answer ALL the questions in this section.

Date: 01.08.2025 10:37 AM

1. ICT infrastructure ents while he functions together. Identify FOUR Date: 01.08.2025 10:37 AM such components.

(4 marks)

- 2. The computer clock is not displaying the correct time and date, Outline TWO causes and their pionscal And Vocatoral Cobege (4 marks)
- 3. APrit C T 8 y 8 t e m 3 Transtructure performance can be affected by several factors. Explain how the following factors affect ICT system steed By: And V ($4 \text{ a} \text{ m} \cdot \text{ a} \text{ r} \text{ k} \text{ c} \text{ s}_{\text{o}}$) lege
 - a) Natural disasters;

Date: 01.08.2025 10:37 AM

- 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)

Printe 6. By Canacaudait Atou I Co Trisysteme helps an organization to comply with rules and

Date: 01.0 $^{\circ}$ re 2 g $^{\circ}$ 1a1 $^{\circ}$ 7 o $^{\circ}$ NO ut line THREE types of audit which an organization might carry out.

(4 marks)

7. As a system analyst, outline FOUR importanced occurrent action cionege Date: 01.08.2025 10:37 AM providing IT Support.

(4 marks)

- 8. Most organizations have well-established ICT policies. Identify FOUR key roles these Printed By.: Technical And Vocational College Date: **poliuthin an organization.** 01.08.2025 10:37 AM (4 marks)
- 9. CISCO Company organized user training pafter bitter ch no log year Explainage

TWO benefits the company is likely to a chief the of rom of his :37 AM

(4 marks)

10. In the context of ICT Support, define the following.

(4 marks)

a) Troubleshootimed. By Technical And Vocational College Date:

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ICT Infrastructure.

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SECTION B (60 MARKS)

Date: 01.08.2025 10:37 AM

Price An HR.E.E. questionis in chispsedion Date: 01.08.2025

10:37 AM

	a)	As an ICT technician in a TVET institution, advice on FIVE types of so	oftware	
	Ppre reference non-beautoence consoftwares installed in the computers			
		${}^{\Box}\hat{w}^{\dagger}\hat{i}_{1}t_{1}h^{\dagger}\hat{i}_{1}^{\dagger}n^{0}\hat{i}_{1}^{\dagger}h^{2}e^{2}\hat{i}_{1}^{5}n^{\dagger}s^{\dagger}\hat{i}_{1}^{3}t_{1}^{7}u_{1}^{A}\hat{i}_{1}^{M}o_{1}. \tag{9}$	(10 marks)	
	b)	Conducting performance analysis is essential of or Bian dhim proving a ICIT colle sys	stems in an	ge
		organization. Date: 01.08.2025 10:37 AM		go
		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			
Printe	Bv	cause. Discuss FOUR safety precautions that the technician will obserdand Vocational College	ve during	
		8. troubleshooting of Huawei's software.	(8 marks)	
	b)	A government agency has reported frequent disruptions in its ICT service	ces,	
	suspected to be linked to poor infrastructure. Describe SIX problems a consul		consultant	
		might identify as related to the organization's ACT Attrovubilities Co		lleg
				9
		shooting the system. Date: 01.08.2025 10:37 AM	(12 marks)	
13.	a)	shooting the system. Machina Tea Company has requested you as an expert in ICT System S	·	9
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