

061006T4ICT

ICT TECHNICIAN LEVEL 6

IT/OS/ICT/CR/04/6

Perform ICT System Support

November/December 2025

Printed By: Technical And Vocational College Date: 25.11.2025 10:47 AM



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

WRITTEN ASSESSMENT

And Vocational College
Date: 25.11.2025 10:47 AM

Time: 3 HOURS

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INSTRUCTIONS TO CANDIDATE

1. The paper consists of **TWO** sections: **A** and **B**.
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2. **Answer ALL** questions in sec 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
5. **DO NOT** write on this question paper.

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This paper consists of FOUR (4) printed pages

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

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SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. Sia just got employed and as a system support analyst. You have been assigned to take him through the training about the system. State FOUR reasons why this is important for every employee. (4 marks)
2. The flow chart in figure 1 below illustrates how a fault isolation system works. Explain each step. (4 marks)

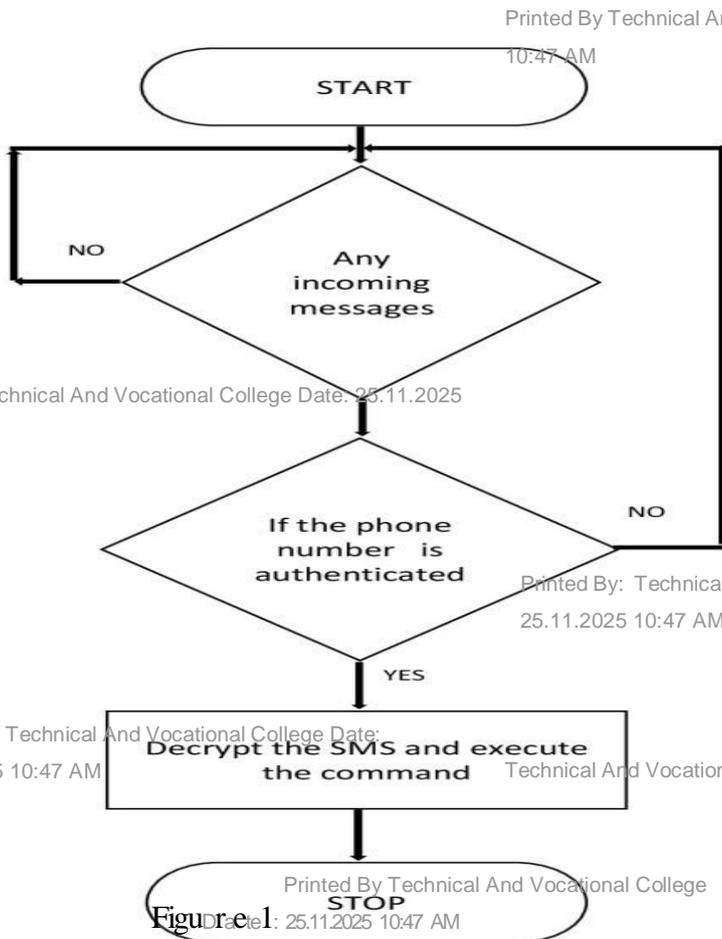


Figure 1

3. Outline FOUR factors one should consider when specifying ICT infrastructure requirements for any organization. (4 marks)
4. Acted to come up with ICT usage policy. State FOUR elements that should be included in the policy. (4 marks)
5. Outline FOUR tools required to help identify the CPU’s performance capabilities. (4 marks)

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6. Figure 2 illustrates the components of ICT infrastructure. Use it to answer the questions that follow:

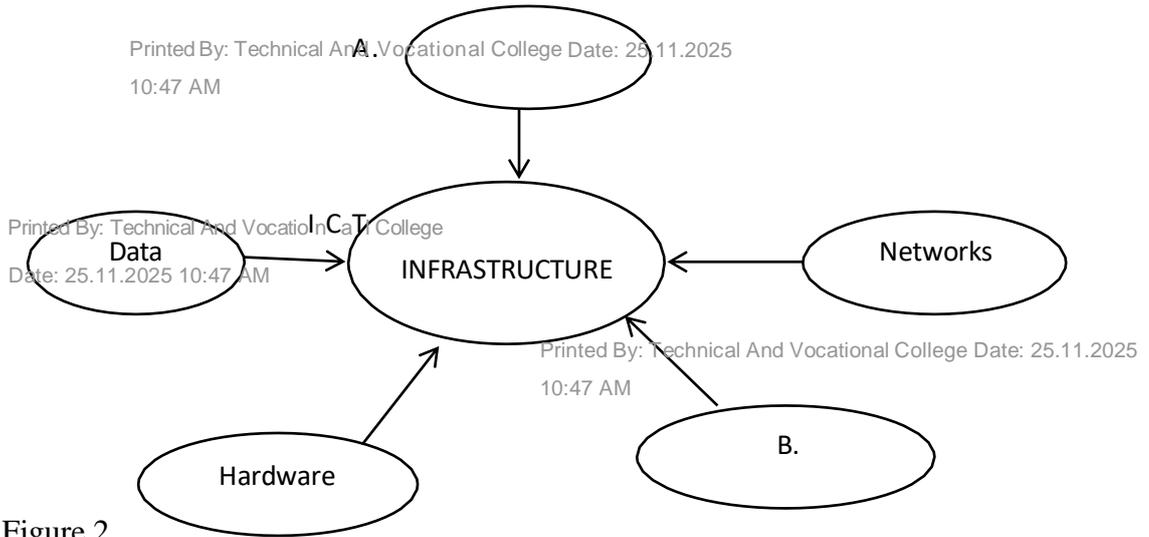


Figure 2

- i) Identify the components labeled A and B (2 marks)
 - ii) State TWO functions of the hardware component. (2 marks)
7. Optimum company has recently employed you as an ICT system support officer. Highlight FOUR roles you will perform in the company. (4 marks)
8. Identify FOUR importance of internet connectivity as a resource used in offering IT support. (4 marks)
9. A system technician has scheduled a date for conducting an internal audit for the company system. Outline FOUR benefits the company will get from this planned activity. (4 marks)
10. As a system analyst, outline FOUR importance of technical documentation in providing IT Support. (4 marks)

SECTION B (60 MARKS)

Answer any THREE questions in this section

- 11 a) A well-structured performance test report is meant to provide stakeholders with enough information to understand the system. Explain SIX key components could be included in this report. (12 marks)
- b) Describe FOUR roles of telecommunications in ICT infrastructure. (8 marks)
- 12 a) As an intern in an ICT company, your supervisor informed you to always keep the IT Server room locked. Explain FOUR reasons why this directive is necessary.

(8 marks)

b) Discuss **THREE** importance of implementing firewall as a way of securing a network. (6 marks)

c) A technician was offering ICT Support without using the internet Explain **THREE** challenges the technician will experience. (6 marks)

13 a) Having clear and comprehensive ICT policies is essential to any organization. Discuss **FIVE** roles of the policy in an organization. (10 marks)

b) As part of the ICT systems support team at EUAI Company, explain **FIVE** types of troubleshooting techniques you will use to diagnose and resolve system issues. (10 mark)

14 a) Optimum Company has contracted you as an expert in ICT System Support to carry out audit on their existing ICT Infrastructure. Describe **FIVE** steps that will follow to carry out the audit. (10 marks)

b) Improper ergonomic practices while using ICT devices can negatively impact users' health. Discuss **FIVE** such health-related issues. (10 marks)