



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF SCIENCE, TECHNOLOGY, AGRICULTURE AND FOOD
SYSTEMS DEVELOPMENT

DEPARTMENT OF INFORMATION SYSTEMS

DIPLOMA

EXAMINATION PAPER

COURSE CODE : DUWC 112
COURSE TITLE : Introduction to Computers and Computer Applications
DURATION : 3 Hours
LEVEL : 1.1
DATE : 2025 09 JUN 2026

INSTRUCTIONS TO CANDIDATES:

1. This paper consists of 3 sections
2. Answer **ALL** Questions

Question 1

Explain the following terms as used in ICT

a) System Software

[5 marks]

b) Utilities Software

[5 marks]

Question 2

a) Draw a well labelled diagram of a star network

[5 marks]

b) Explain the benefits of Star network topology

[5 marks]

Question 3

a) What is a computer virus?

[2 marks]

b) Explain five ways a computer can acquire viruses

[5 marks]

c) Justify any three ways of safeguarding networked computers against viruses

[3 marks]

Question 4

Justify the value of videoconferencing services to university students [20 marks]

Question 5

As more and more companies adopt the use of computers in their operations, most communications are now being done using email. Email communication has a lot of advantages to offer compared to its surface mail counterpart, also known as "snail mail".

a) Explain what the letters in the email term CC stand for.

[2 marks]

b) Explain what BCC stand for and why it is used.

[4 marks]

c) State one program you can use to access your emails.

[2 marks]

d) Forward is a very useful email command. Give an example of when this command can be used in a business environment.

[2 marks]

Question 6

a) Explain five attributes of a Word Processor [10]

b) List three examples of a Word Processors packages[3]

- c) Explain the benefits of using PowerPoint package to university students [7]

Question 7

An ICT lecturer uses a spreadsheet to record the examination scores of her class. The spreadsheet below shows the exam scores of some of those pupils.

	A	B	C	D
1		Exam 1	Exam 2	Exam 3
2	Chipo	60	56	70
3	Susan	55	90	23
4	Makanaka	56	77	45
5	Mufaro	87	78	29
6	Asah	45	67	66
7	Occaster	97	79	55
8				
9	TOTAL	A		
10	Highest Mark		B	
11	Average			C
12	Lowest Mark	D		
13	Highest Mark	F		

- a) Write down the formula in **cell B9** to calculate the total marks from **B2 to B7**
[4 marks]
- b) Write down the formula in **cell C10** to calculate the Highest Mark from **C2 to C7**
[4 marks]
- c) Write down the formula in **cell D11** to calculate the Average Marks from **D2 to D7** [4 marks]
- d) Write down the formula in **cell B12** to calculate the Lowest Mark from **B2 to B7**
[4 marks]
- e) Write down the formula in **cell B13** to calculate the Highest Mark from **B2 to B7**
[4 marks]

End

3/2 AM