



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HEALTH, SCIENCE AND TECHNOLOGY

DEPARTMENT OF DIGITAL TECHNOLOGY

EXAMINATION PAPER

COURSE CODE	:	CDT 210
COURSE TITLE	:	Workshop Practice
SPECIAL REQUIREMENTS	:	None
DURATION	:	3 Hours
LEVEL	:	2.2
DATE	:	2021

INSTRUCTIONS TO CANDIDATES:

1. This paper consists of 2 sections
2. Answer **ALL** Questions in booklet provided.

Section A: Multiple Answer Questions

1. What are two advantages of the NTFS file system compared with FAT32? (Choose two.)
- A. NTFS allows faster access to external peripherals such as a USB drive.
 - B. NTFS supports larger files.
 - C. NTFS provides more security features.
 - D. NTFS allows faster formatting of drives.
 - E. NTFS is easier to configure.
 - F. NTFS allows the automatic detection of bad sectors.

_____ ; _____ (4 marks)

2. What are two significant sources of EMI? (Choose two.)
- A. Infrared Mice
 - B. Electrical Storms
 - C. RAM Modules
 - D. Power Lines
 - E. LCD Monitors

_____ ; _____ (4 marks)

3. What are two benefits of computer preventive maintenance? (Choose two.)
- A. elimination of the need for repairs
 - B. improvement in data protection and equipment life span
 - C. reduction in the number of equipment failures
 - D. time savings for technicians making repairs
 - E. improvement in RAM access time

_____ ; _____ (4 marks)

4. What two tasks should be done regularly to preserve the security and integrity of data and applications on mobile devices. (Choose two.)
- A. Execute a factory reset once a month to remove all unidentified malicious software.
 - B. Back up user data on a regular basis.
 - C. Password protect iTunes or Google Play accounts.
 - D. Use airplane mode if you are accessing the Internet at an open Wi-Fi site.
 - E. Ensure that the operating system software and applications contain the latest updates.

_____ ; _____ (4 marks)

5. Which two methods should a technician use to update a device driver? (Choose two.)

- A. Insert the operating system installation media and load the driver from there.
- B. Use the media that came with the device.
- C. Buy another operating system license.
- D. Download the driver from the website of the manufacturer.
- E. Perform a firmware update.

_____ ; _____ (4 marks)

6. Which two password control policies should an organization implement to ensure strong passwords? (Choose two.)

- A. Passwords should be set to expire every 60 days.
- B. Passwords should contain no more than eight characters.
- C. Passwords must contain encrypted characters.
- D. Passwords should contain letters and numbers.
- E. Passwords should contain only capital letters.

_____ ; _____ (4 marks)

7. Which two activities are normally controlled by the Northbridge part of the chipset? (Choose two.)

- A. communication between the CPU and the I/O ports
- B. access to the RAM
- C. communication between the CPU and the hard drive
- D. access to the video card
- E. communication between the CPU and the sound card

_____ ; _____ (4 marks)

Section B Free Response Questions

Answer all questions

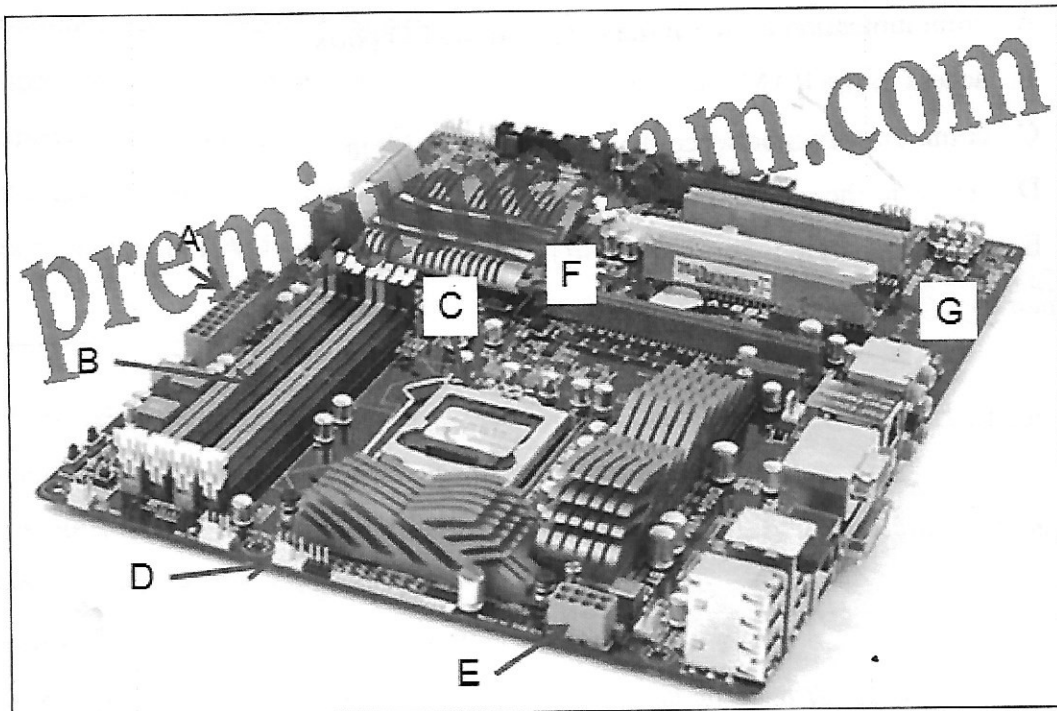
8. When a customer brings a laptop to a technician for repairs; a technician is supposed to ask the customer some open ended questions and some closed ended questions.

- i). What are closed ended questions? (4 marks)
- ii). Why should a technician ask the customer closed ended questions? (4 marks)

9. Identify the motherboard components listed below from the components labeled A, B, C, D, E, F and G on the following diagram. Ignore any abeled components which is not listed here.

- i). Auxillary power socket
- ii). Powers CMOS when computer is not connected to power supply
- iii). CPU slocket
- iv). Memory slot
- v). Main motherboard power socket

(5 marks)



10. As the CPU processes program instructions it often produces a lot of heat. Mention two ways through which PCs remove heat from computer components. (6 marks)

11. What does the abbreviation PCI stand for? Also explain the purpose of PCI (4 marks)

12. When repairing components of a laptop's motherboard, it is always necessary to consult the laptop manufacturer's website or the laptop's manual before buying a replacement part.

i). Explain the reasons why laptop components generally have no universal form factor (4 marks)

ii) Give at least two reasons why laptops are often more exposed to wear-and-tear than desktop computers (4 marks)

13. List three input devices that are commonly used on mobile devices (3 marks)

14. List three output devices that are often used by desktop computers (3 marks)

15. Draw a line that links each port or cable with its descriptions. (Not all options are used.)

(10 marks)

VGA	connects a keyboard or a mouse to a computer
BNC	multimedia interface initially developed for TV
PS/2	connector for audio, video, and power in security cameras
HDMI	connector for analog video
Thunderbolt	connector for coaxial cables
	connects to devices using the Mini DisplayPort adapter

16. What is the most important reason for a company to ensure that computer preventive maintenance is done? (10 marks)
17. A network administrator occasionally asks a technician to make sure that dust does not accumulate on devices in the network equipment closets. What is the purpose of having the technician do this job? (6marks)
18. A technician is upgrading an older PC with a dual core CPU. When the PC restarts, it is slower than it was before the upgrade. The Performance tab from the Task Manager displays only one CPU graph. What is the most probable solution to this problem? (5marks)
19. Why is a full format more beneficial than a quick format when preparing for a clean OS installation? (4marks)