

**UNIVERSITY COLLEGE TATI (UC TATI)****FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE	: DCT 1133
COURSE	: COMPUTER MAINTENANCE
SEMESTER/SESSION	: 1-2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains 5 questions. Answer ALL questions.
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hands and ask the invigilator.

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 3 PRINTED PAGES INCLUDING COVER PAGE

QUESTION 1

- a) Determine **SIX (6)** latest model of computer processor used nowadays. (6 marks)
- b) State **SIX (6)** types of computer. (6 marks)
- c) Explain **FOUR (4)** types of hardware tools group. (8 marks)
- d) State **THREE (3)** types of safe lab procedures. (3 marks)

QUESTION 2

- a) Explain **FOUR (4)** benefits of preventive maintenance. (8 marks)
- b) Give **THREE (3)** purpose of virtual machine. (3 marks)
- c) Discuss **FOUR (4)** steps of applying the troubleshooting process. (8 marks)

QUESTION 3

- a) Outline **THREE (3)** examples of wearable devices and specialty devices. (6 marks)
- b) Identify **FIVE (5)** features of laptop components. (5 marks)
- c) Identify **SIX (6)** types of screwdrivers and pliers used for hand tools. (6 marks)

QUESTION 4

- a) List **FIVE (5)** types of passcode locks. (5 marks)
- b) Discuss **THREE (3)** common mobile device features. (6 marks)
- c) Define antistatic floor mat and give **FOUR (4)** proper use techniques of it. (5 marks)
- d) List **THREE (3)** common PC hardware problems. (3 marks)

QUESTION 5

Encik Qusyairi was working in Megah Tirana Enterprise as an IT technician. One day, he found most of the computers at the company are running very slow and the screen is turning black. He tried to move the mouse and press the keyboard but did not responds.

Based on the situation above:

- a) Outline the possibilities that happen to him during the check-up and suggest the solution to overcome the problems. (16 marks)
- b) Identify **SIX (6)** steps Encik Qusyairi should apply to troubleshoot the problems. (6 marks)

----- **END OF QUESTIONS** -----

