



REFORMED CHURCH UNIVERSITY

FACULTY OF EDUCATION AND SOCIAL SCIENCES

BACHELOR OF SCIENCE HONOURS DEGREE IN SOCIAL WORK

Introduction to Information Technology

HBSW 114

Part 1 Semester 1 Examination

Total Marks [100]

Date: July 2022

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer any *four (4)* questions
3. Each question carries *25 marks*
4. Start each question on a new page

Question 1

(a) Computers are made up of different components and the names of the components are often written as acronyms. Explain the meaning of EACH of the following computer acronyms and state ONE task that is performed by EACH of the components.

- (i) CU (ii) ALU (iii) RAM (iv) ROM 8)

(b) Describe the following network types:

- (i) LAN
(ii) MAN
(iii) WAN (3)

(c) Describe TWO ways in which a computer can be used illegally. (4)

(d) Outline ONE example of how an organization can misuse its customer's personal data. (2)

(e) State ONE advantage and ONE disadvantage of using credit or debit cards to purchase items. (4)

(f) Explain TWO potential health problems that can develop from using a computer over prolonged periods. (4)

Question 2

(a) Compute the following:

(i) The eight-bit binary representation of the decimal number 17. (5)

(ii) The sign and magnitude representation for the decimal number 17. (5)

(iii) The results of $55 - 25$, using eight bit, two's complement representation and express your answer as an eight-bit binary number. (5)

(iv) Evaluate the decimal equivalent for the binary coded decimal number 0011 0101 1000? (5)

(b) State the differences between ‘.edu’, ‘.org’ and ‘.gov’ as seen in website addresses. (3)

(c) What are these icons used for in Word Processing: (2)



Question 3

(a) Distinguish between the following:

(i) CD-ROM and ROM-BIOS.

(ii) Internet and World Wide Web.

(iii) Multi-Programming and Multi-Tasking.

(iv) Control Unit and ALU.

(v) MODEM and Multiplexer. (20)

(b) Outline the advantages of DBMS. (5)

Question 4

(a) Illustrate the ‘Ring Network’ as a network topology and explain its advantages and disadvantages. (6)

(b) Explain what an operating system is and discuss its various functions. (10)

(c) Outline the various steps involved in performing Mail-Merge. (9)

Question 5

(a) Describe the various language tools offered in MS-WORD to aid writing. (15)

(b) State any five ethical issues associated with the use of Information Technology. (5)

(c) Explain the benefits of Electronic Commerce. (5)

Question 6

(a) Explain the following terms:

(i) Voice Recognition

(ii) Touch Screen

(iii) Data File Interrogation

(iv) Clip Gallery

(v) Enhanced features of 'Power Point'. (20)

(b) Technology has permeated almost every aspect of our daily lives. Assess any three ways technology has enhanced productivity at the workplace. (5)