

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

COURSE CODE	: DCT1133
COURSE	: COMPUTER MAINTENANCE
SEMESTER/SESSION	: 1-2021/2022, 2022/2023
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 brand 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 of Operating System. (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

Puan Kesuma was working in Teguh Makmur Enterprise as an IT technician. One day, she found most of the computers at the company are running very slow and the screen is turning black. She tried to move the mouse and press the keyboard but did not function.

Based on the situation above:

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

QUESTION 5

- 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)

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

