SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

Higher National Diploma in Information Technology
First **Year, Second Semester Examination – 2015**
ITA004 PC Maintenance

Instructions for Candidates:	No. of questions: 4
Answer all four questions	No. of pages : 5
All questions carry equal mark.	Time : 2 hours

Question 01

Select the most suitable answer for each question.   (Marks 1x25=25)

1. One kilobyte equals
   a. 8,000 bits
   b. 1,000 bytes
   c. 1 million bytes
   d. 1 million bits

2. DOS stands for
   a. Disk Organized System
   b. Disk Operating System
   c. Dual Operating System
   d. Dual Organized System

3. Which of the followings are disadvantages of virtual memory?
   a. Slower access to memory
   b. Program larger than physical memory can run
   c. Neither a and b
   d. Both a and b

4. How much information can a CD (Compact Disk) usually store?
   a. 150 Mb
   b. 1.4 Mb
   c. 10 Mb
   d. 650 Mb

5. From which location does the 1st computer instructions available on boot up?
   a. ROM BIOS
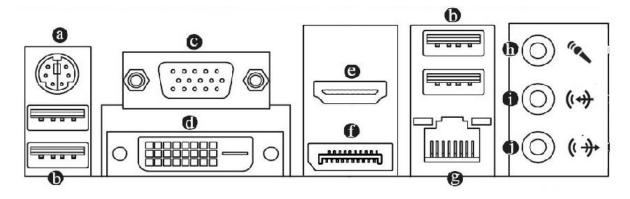   b. CPU
   c. boot.ini
   d. None of the above

6. During boot-up, the memory test:
    a. Is a superfluous step that should be ignored
    b. Checks and verifies that contiguous memory is installed
    c. Is an operational error
    d. None of the above

7. What is the best way to protect your hard drive data?
    a. Regular backups
    b. Periodically defrag it
    c. Run scandisk at least once a week
    d. Run a regular diagnostic

8. Which device uses a DMA channel?
    a. Network Card
    b. Sound Card
    c. All of the above
    d. None of the above

9. What device prevents power interruptions, resulting in corrupted data?
    a. Uninterrupted Power Supply
    b. Surge protector
    c. Data guard system
    d. None of the above

10. An IRQ allow interface cards to:
    a. Interrupt the CPU to request service
    b. Pass data to the CPU to be processed
    c. Pass data to the computer's memory
    d. None of the above

11. When an external drive to computer is not recognized, what should be considered?
    a. The cables are not attached firmly
    b. The external drive was attached before the computer is on
    c. The external drive is turned on
    d. All of the above.

12. CD-ROM audio cable connects to the:
    a. Speaker
    b. Sound card (or motherboard if sound is integrated with it)
    c. Power supply
    d. BIOS

13. What is your first action when Windows reports that your hard drive is developing bad sectors?
    a. Replace the hard drive
    b. Run defrag on the hard drive
    c. Run scandisk
    d. None of the above

14. Which provides the fastest data access time?
   a. RAM
   b. CD-ROM
   c. Hard disk
   d. Floppy disk

15. A computer isn't booting up, but can hear noises and can see lights on the system cabinet, but nothing comes up on the screen. What device may have the problem?
   a. Hard drive
   b. Video card
   c. Power supply
   d. None of the above

16. A video card must have?
   a. CMOS
   b. RAM
   c. CPU
   d. All of the above

17. What is the standard VGA display resolution in pixel?
   a. 648 x 320
   b. 640 x 480
   c. 680 x 440
   d. 1024 x 786

18. Files which are removed in the disc cleanup process are
   a. Temporary internet files
   b. Empty text files
   c. Corrupted data file
   d. System data files

19. The Boot.ini file is saved in
   a. Active Directory
   b. NTLDR
   c. System Memory
   d. System Partition

20. You can troubleshoot the I/O devices, using the
   a. Device Manager
   b. Add Hardware Wizard
   c. System Information
   d. Direct Diagnostics

21. A folder on another computer that has been made available for other users on the network is known as?
   a. Data
   b. Read only
   c. Shared
   d. None of the above

22. Power options provided in Windows are
   a. Shut Down
   b. Sleep
   c. Hibernate
   d. All the above

23. System utility provided by Microsoft Windows designed to improve the disk access speed of the computer
   a. Disk Defragmenter
   b. Check Disk
   c. System Restore
   d. All the above

24. The power plan available in Windows Vista is
   a. Screen server
   b. High Performance
   c. Hibernate
   d. Sleep

25. What is the desktop folder of user named Nimal?
   a. C:\ Desktop\ Nimal
   b. C:\Users\Ethan
   c. C:\Users\ Nimal \Desktop
   d. C:\Windows\ Nimal\ Desktop

Question 02

Identify the components indicated in the following image (2.5x10=25marks)

Question 03

Assume you are working as the IT system executive in a company. One staff member informs you that his computer monitor is not working.

   I.   Assume what might be the problem with his monitor? Mention two possible reasons.   (2x2.5=25 marks)
  II.   Describe how you try to find and fix the problem. (2*5=10)
 III.   The company is buying five (5) new computers and the management asks you to select one quotation from suppliers. Mention what are your criteria to select new computers.(5marks)
  IV.   Create the maintenance plan to maintain the new five computers or the company. (5marks)

Question 04

Write short notes on five (5) of the following topics.   (5x5=25 marks)
    I.   Disk defragmentation
   II.   USB
  III.   Cache Memory
   IV.   Sound card
    V.   PCI Express
   VI.   Utility programs
  VII.   Backing up
 VIII.   Hibernate