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UNIVERSITY EXAMINATIONS 2023/2024

SECOND YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA IN INFORMATION TECHNOLOGY AND CERTIFICATE IN INFORMATION TECHNOLOGY AND DIPLOMA IN INFORMATION TECHNOLOGY

CIT 1303 /CIT 2313: INSTALLATION OF SOFTWARE AND HARDWARE

DATE: DECEMBER 2024

TIME: 1½ HOURS

INSTRUCTIONS: Answer Question ONE and any other TWO questions.

QUESTION ONE (30 MARKS)

1. Define the term operating system as used in computers? (2 Marks)
2. Differentiate between white box testing and black box testing (4 Marks)
3. List four importance of software maintenance
4. Define the following terms: (4 Marks)
 - i. software testing (2 Marks)
 - ii. installation testing (2 Marks)
 - iii. software maintenance (2 Marks)
 - iv. software testing techniques (2 Marks)
5. Uninstallation testing (2 Marks)
6. State four factors to consider when choosing a quality software. (4 Marks)
7. Outline four ways in which organization of information using an operating system is done (4 Marks)



MUST is ISO 9001:2015 and



ISO/IEC 27001:2013 CERTIFIED

8. Identify four types of data security controls (2 Marks)

QUESTION TWO (15 MARKS)

- a) An operating system is one of the software considered when installing software; identify and four types of operating system. (4 Marks)
- b) When performing software installation, software configuration is one of the elements to be considered. As an expert in this area, state four basic requirements for software configuration management. (4 Marks)
- c) Discuss the importance of software configuration management (7 Marks)

QUESTION THREE (15 MARKS)

- a) Explain the advantages of functional testing (10 Marks)
- b) During the class of software installation, the assessor was required to develop an installation checklist for the class. He requested the class to develop the checklist on his behalf. Outline the steps of software installation checklist (5 Marks)

QUESTION FOUR (15 MARKS)

- a) System requirements are one of the considerations when installing software. Explain the reason why it is important. (2 Marks)
- b) Describe four ways of generating system requirements (3 Marks)
- c) User training plays an important role in installing software. Identify and explain five key elements to consider when developing an end user training plan. (10 Marks)