



**UNIVERSITI KUALA LUMPUR**  
**MALAYSIAN INSTITUTE OF INFORMATION TECHNOLOGY**

---

**FINAL EXAMINATION**  
**JANUARY 2016 SEMESTER**

---

**COURSE CODE** : ITD 12103  
**COURSE NAME** : INTRODUCTION TO INFORMATION TECHNOLOGY  
**PROGRAMME NAME** : DIT, DIM, DCNET, DEC  
**DATE** : 26 MAY 2016  
**TIME** : 9.00 am – 11.00 am  
**DURATION** : 2 HOURS

---

**INSTRUCTIONS TO CANDIDATES**

---

1. Please **CAREFULLY** read the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of **THREE (3)** sections. Section A ,B and C.
4. Answer **ALL** questions in section A and Section B. For Section C, answer **ONE (1 )** question from question 4 or question 5.
5. Please write your answer on OMR answer script and answer booklet.
6. Answer all questions in English language **ONLY**.

---

**THERE ARE 10 PAGES OF QUESTIONS, INCLUDING THIS PAGE.**

---



## SECTION A (Total: 25 marks)

**INSTRUCTION: Answer ALL questions.****Please use the objective answer sheet provided.**

1. A(n) \_\_\_\_\_ is an electronic device, operating under the control of instructions stored in its own memory, that can accept data, process the data according to specified rules, produce results, and store the results for future use.  
A. Input Device  
B. Computer  
C. Output device  
D. Both A and C
  
2. \_\_\_\_\_ is a collection of unprocessed items, which can include text, numbers, images, audio, and video.  
A. Data  
B. Output  
C. Information  
D. Input
  
3. The \_\_\_\_\_ unit is a case that contains electronic components of the computer that are used to process data..  
A. control  
B. system  
C. arithmetic  
D. base
  
4. The \_\_\_\_\_ is the electronic component that interprets and carries out the basic instructions that operate the computer.  
A. motherboard  
B. control unit  
C. processor  
D. arithmetic unit
  
5. \_\_\_\_\_ consists of electronic components that store instructions waiting to be executed and data needed by those instructions.  
A. The processor  
B. The CPU  
C. The control unit  
D. Memory
  
6. Some computer and chip manufacturers use the term \_\_\_\_\_ to refer to a personal computer processor chip.  
A. microprocessor  
B. parallel processor  
C. coprocessor  
D. perpendicular processor

7. The \_\_\_\_ interprets and carries out the basic instructions that operate a computer.
- A. control unit  
B. binary device  
C. CPU  
D. compressor
8. A(n) \_\_\_\_ processor is a chip with two or more separate processor cores.
- A. parallel  
B. compressed  
C. multi-core  
D. binary
9. The \_\_\_\_ unit is the component of the processor that directs and coordinates most of the operations in the computer.
- B. control  
C. concatenation  
D. compression  
E. micro
10. The \_\_\_\_ is the component of the processor that performs arithmetic, comparison, and other operations.
- A. machine unit  
B. control unit  
C. ALU  
D. CPU
11. A(n) \_\_\_\_\_ converts all the statements in a program in a single batch and the resulting collection of instructions is placed in a new file.
- A. interpreter  
B. compiler  
C. converter  
D. instruction
12. A single user/\_\_\_\_ operating system allows a single user to work on two or more programs that reside in memory at the same time.
- A. multitasking  
B. interfacing  
C. command-based  
D. throttle
13. Smart phones and other small computing devices often use a \_\_\_\_ operating system.
- A. single user/single tasking  
B. single user/multitasking  
C. multiuser  
D. multiprocessing

14. \_\_\_\_ software, such as operating systems and utility programs, consists of the programs that control or maintain the operations of a computer and its devices.
- A. System  
B. Application  
C. Management  
D. Program
15. **TWO (2)** types of system software are \_\_\_\_\_.
- A. application software and utility programs  
B. web browsers and application software  
C. operating systems and utility programs  
D. operating systems and web browsers
16. A(n) \_\_\_\_\_ system is a set of programs containing instructions that coordinate all the activities among computer hardware resources.
- A. operating  
B. disk-based  
C. management  
D. platform
17. A cross-platform program is one that runs \_\_\_\_\_.
- A. only on one operating system  
B. differently on every operating system  
C. the same on multiple operating systems  
D. differently on one operating system
18. *BitTorrent* and *Grokster* are examples of networking software that support \_\_\_\_\_ networking technology.
- A. LAN  
B. Bus  
C. ring  
D. P2P
19. A \_\_\_\_\_ is someone who uses e-mail as a vehicle for extortion.
- A. hacker  
B. script kiddie  
C. cyberextortionist  
D. cyberterrorist
20. A \_\_\_\_\_ is someone who uses the Internet or network to destroy or damage computers for political reasons.
- A. hacker  
B. script kiddie  
C. cyberextortionist  
D. cyberterrorist

21. Computer viruses, worms, trojan horses, and rootkits are classified as \_\_\_\_\_, which are programs that act without a user's knowledge and deliberately alter the computer's operations.
- A. malware  
B. untrusted sources  
C. threats  
D. cybermals
22. A virus \_\_\_\_\_ is an e-mail message that warns users of a nonexistent virus, worm, or Trojan horse.
- A. Myth  
B. Threat  
C. DoS  
D. Hoax
23. To prevent the loss of items stored on a hard disk, preventive maintenance should be performed regularly, such as \_\_\_\_\_.
- I. Defragmenting  
II. scanning the disk for error  
III. rotating the hard disk platters  
IV. removing contaminants from the hard disk platter
- A. I and II  
B. I and III  
C. II, III, IV  
D. I, III and IV
24. People who spend their workday using a computer sometimes complain of the following symptoms EXCEPT:
- I. feet pain  
II. muscle fatigue  
III. lower back pain  
IV. emotional fatigue
- A. I  
B. I and III  
C. II, III, IV  
D. I, III and IV

25. Which of the following are the Level-two technician responsibilities?
- I. Usually more knowledgeable about technology
  - II. Calls the customer back to ask any additional questions
  - III. Receives escalated work orders from level-one technicians
  - IV. May have not been working for the company for a longer period of time
- A. I                                      C. II and III  
B. IV                                      D. I, II and III

**SECTION B (Total: 50 marks)****INSTRUCTION: Answer ALL questions.****Please use the answer booklet given.****Question 1**

- (a) What are the computer systems and computer networks available at your university?  
Answer the question by naming **TWO (2)** examples in each of the following aspects.
- i. Software Application installed
  - ii. Operating System Software
  - iii. Input devices
  - iv. Output devices
  - v. Storage devices
- (10 marks)
- (b) Assuming there are blind students in your college .Name **TWO (2)** forms of computer input and output to be used by blind students for document processing.
- (4 marks)
- (c) Describe **TWO (2)** types of memory below.
- i. Random access memory (RAM)
  - ii. Read-only memory (ROM)
- (4 marks)
- (d) In order to buy a printer in a market, there are several features that you need to consider. List **SIX (6)** features of printers that you will consider.
- (6 marks)
- (e) Storage devices have varying levels of versatility, durability, speed, and capacity. For a student who owns a computer, but sometimes needs to use computers in the university's lab, give **ONE (1)** example of storage device that is versatile?
- (1 mark)



**Question 2**

- (a) Briefly explain what is Electrostatic Discharge (ESD) and list **FOUR (4)** ways to prevent ESD damage. (6 marks)
- (b) Indicate the function of software tools below:- (4 marks)
- i. Fdisk
  - ii. Defrag
  - iii. Disk Cleanup
  - iv. Scandisk or Chkdisk
- (c) Give **THREE (3)** reasons why workplace should have safety guidelines. (6 marks)
- (d) List **FIVE (5)** activities for software preventive maintenance. (5 marks)
- (e) AC power fluctuations can cause data loss or hardware failure:
- i. Name **TWO (2)** examples of AC power fluctuations disaster that impact daily operation (2 marks)
  - ii. Name **TWO (2)** examples of power protection devices to protect the data and computer (2 marks)

**SECTION C (Total: 25 marks)****INSTRUCTION: Answer ONE question only.****Please use the answer booklet given.****Question 4**

- (a) Sofia is new to computer lesson. As her friend, briefly inform her **FIVE (5)** functions of operating system. (5 marks)
- (b) Differentiate between broadband and narrowband in terms of internet connection capability. (4 marks)
- (c) Describe **FOUR (4)** types of network classification. (8 marks)
- (d) Briefly explain the term below:  
i. IP Address  
ii. Bluetooth (4 marks)
- (e) Identify **FOUR (4)** symptoms of network malfunctions. (4 marks)

## Question 5

- (a) Ramsey has recently hired as helpdesk executive. His main task is to handle and provide technical support to the user and direct user to the correct channel in solving the problems.
- i. Identify **THREE (3)** differences each on level one and level two technician responsibilities.  
(6 marks)
  - ii. As a supervisor, give **FOUR (4)** advices to Ramsey in showing professional behavior towards customer?  
(4 marks)
- (b) Internet access is the process that enables individuals and organisations to connect to the Internet using computer terminals, computers, mobile devices, sometimes via computer networks. Once connected to the Internet, users can access Internet services, such as email and the World Wide Web.
- i. Explain **ONE (1)** the purpose of a browser.  
(2 marks)
  - ii. Name examples of **THREE (3)** popular browsers for personal computers and **TWO (2)** for mobile devices.  
(5 marks)
  - iii. List **THREE (3)** ways user can browse safely.  
(6 marks)
  - iv. Describe the **ONE (1)** function of tabbed browsing  
(2 marks)

**END OF EXAMINATION PAPER**

