

Servicing and maintenance of computer systems

Define the term computer maintenance

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Why is computer maintenance important? State four reasons

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Suggest any five factors to consider in computer maintenance

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Explain any four levels of computer maintenance.

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Why is there need to clean your computer? List down three reasons

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Mention any three cleaning tools that can be used to clean the computer.

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Write down any four tips that must be followed when cleaning the following devices:

Mouse

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Keyboard

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Monitor

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Computer case

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Inside the computer

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Printer

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What is the difference between updating and upgrading software?

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Suggest any three reasons why software needs to be updated.

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Suggest any three reasons why software needs to be upgraded.

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Write down three common software upgrades

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Mention three items you would need before installing system software (OS) on your computer.

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Why may a user uninstall software from a computer system? Give three reasons.

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Differentiate between troubleshooting and computer repair.

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What is the meaning of the following computer repair and maintenance terms?

Error codes

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Error message

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Warning message

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Give any four common error messages

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List down any three causes of boot up problems or failures

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Suggest any four reasons as to why your computer may freeze.

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Suggest any four indicators of good system performance.

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Write down six ways through which you can speed up your computer system.

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Define the following terms as used under disk management

Formatting disks

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Scanning disks

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Partitioning disks

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Compressing disks

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Defragmenting disks

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What does partitioning a disk mean?

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Define the term logical drive

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State three reasons for partitioning a disk

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Write down the procedure you can follow to clean a computer virus infected storage device like a flash disk

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Explain how you would format a used disk

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If your hard disk has limited storage space and you wish to create more space,

a) Which tool would you use?

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b) Write down the procedure of doing (a) above

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[illegible]

What is a start up disk?

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