

061005T1ICT

ICT TECHNICIAN LEVEL 5

IT/OS/ICT/CR/2/5

Install Computer Software

November/ December 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL
(TVET CDACC)**

WRITTEN ASSESSMENT

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INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section A and **ANY THREE** (3) questions in section B.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet
5. Do not write on the question paper.

This paper consists of THREE (3) printed pages

Candidate should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Answer ALL the questions in this section.

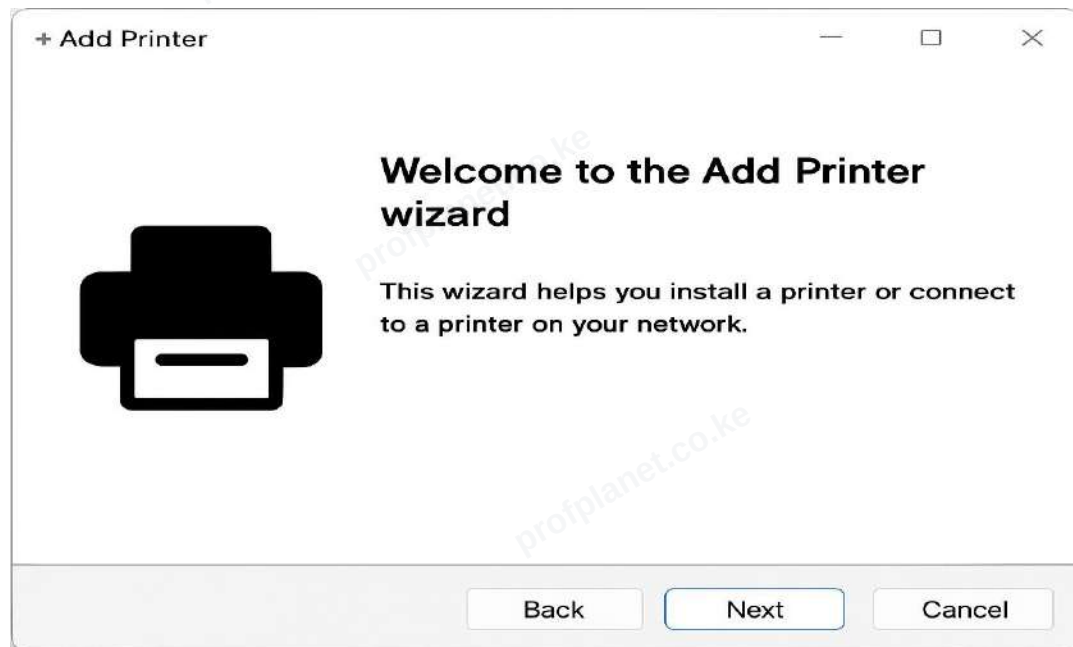
1. During software installation technicians are required to classify software. Identify THREE ways software can be classified. (3 marks)
2. A technician encounters a license agreement while installing computer operating systems. State THREE reasons why vendor agreements must be reviewed. (3 marks)
3. A school is testing newly installed library software. Identify FOUR techniques that can be used to test software functionality. (4 marks)
4. After installation, a report is generated. List FOUR key details that should be included in a software test report. (4 marks)
5. During software installation, configuration is necessary. State THREE reasons why software configuration management is important. (3 marks)
6. A technician is preparing to train system users. Identify FOUR factors to consider before conducting user training. (4 marks)
7. A firm is preparing to install antivirus software. Identify FOUR resources that must be available before installation. (4 marks)
8. After installation, the IT manager wants to verify system functionality. State THREE indicators that show successful software installation. (3 marks)
9. An organization was training staff on new software. Identify FOUR methods for conducting user training. (4 marks)
10. List four safety precautions you should take to protect a computer system from malware when installing new software. (4 Marks)
11. List any four emerging trends in computer software installation. (4 Marks)

SECTION B: 60 MARKS

Attempt any THREE questions in this section

12. A medium-sized accounting firm has purchased new financial management software to improve efficiency. You have been contracted as the IT technician to handle the installation and ensure smooth adoption by the staff.
 - a. Before starting the installation, describe THREE steps you would take to identify the software requirements and prepare the system. (6 marks)

- b. After installation, explain THREE methods you would use to test the software functionality and verify that it is working correctly. (6 marks)
 - c. The firm's staff members have limited IT knowledge. Propose FOUR strategies you would apply during user training. (8 marks)
13. A government ministry is installing payroll management software to streamline salary processing.
 - a. Explain FOUR software specifications that should be reviewed before installation. (8 marks)
 - b. Describe SIX steps you would follow to carry out the installation. (6 marks)
 - c. List THREE risks that may occur if no backup is taken before installation. (6 marks)
14. You are required to install a new printer on a Windows computer. During the process, the following screen appears:



- a. State the purpose of this screen in the installation process. (2 marks)
 - b. Outline SIX steps you would follow from this point to complete the installation of the printer. (6 marks)
 - c. Mention TWO precautions you should take before installing a printer on a computer. (2 marks)
 - d. Explain THREE advantages of using off-the-shelf software in this hospital. (6 marks)

- e. Outline FOUR disadvantages of tailor-made software for the hospital. (4 marks)

15. A college is preparing to install e-learning software for online classes.

- a. Identify THREE computer resource requirements that must be confirmed before installation. (6 marks)
- b. Explain THREE software testing techniques that can be applied after installation. (6 marks)
- c. Propose FOUR features that should be included in user training for staff and students. (8 marks)