



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

INFORMATION TECHNOLOGY

**MODULE: Computer Systems Maintenance
(Theory)**

PAPER NO: 317/22/M01A

DURATION: 3 Hours

NOVEMBER / DECEMBER 2025 EXAMINATION

REQUIREMENTS

Answer booklet

INSTRUCTIONS TO CANDIDATE

Answer all questions.

QUESTION 1

- a) Define the following terms as used in Computer storage.
- i) Cache memory (2 marks)
 - ii) Solid state storage (2 marks)
 - iii) Register (2 marks)
- b) Explain the difference between warm booting and cold booting. (4 marks)
- c) Outline two (2) factors to consider when purchasing a personal computer. (4 marks)
- d) Describe the elements of a bus structure. (6 marks)

QUESTION 2

- a) With an aid of a diagram explain data processing cycle. (9 marks)
- b) Convert the following:
- i) 10111011_2 to decimal (1 mark)
 - ii) 213_8 to binary (1 mark)
 - iii) 54_{10} to hexadecimal (1 mark)
 - iv) 30.8125 to binary (2 marks)
- c) State any three (3) criteria for selecting storage media. (6 marks)

QUESTION 3

- a) Outline the three (3) steps involved in software deployment. (10 marks)
- b) With the aid of a diagram, describe the storage hierarchy. (10marks)

QUESTION 4

- a) Explain any two (2) file organisation methods. (4 marks)
- b)
 - i) List any three (3) books of original entry. (3 marks)
 - ii) Demonstrate the calculation of production cost in manufacturing accounts. (2 marks)
- c) Describe any four (4) features of system software. (8 marks)
- d) Explain the following insurance principles:
 - i) Insurable interest (1 mark)
 - ii) Indemnity (1 mark)
 - iii) Disclosure (1 mark)

QUESTION 5

- a) Describe the two (2) benefits of routine computer performance test. (4 marks)
- b) Outline any three (3) goals of system monitoring. (6 marks)
- c) Explain any two (2) possible fixes for the following system problems;
 - i) Computer failing to connect to WIFI (2 marks)
 - ii) Computer failing to detect external hardware (2 marks)
 - iii) Server failing to restart (2 marks)
- d) Identify two (2) factors that influence the selection of a printer. (4 marks)

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