

## Online Exam

### 13931 ICT Maintenance

**Student Name :** Brenda Kgolane  
(000000D8EB934E91CR)  
**Class :** Core Computer Skills Course  
**Section :** Basic Computer  
**Father Name :**  
**Total Attempt :** 3  
**Exam From :** 01/31/2025 05:55 pm  
**Exam To :** 02/02/2025 04:56 pm  
**Duration :** 02:00:00  
**Passing (%) :** 75

**Total Questions :** 15  
**Descriptive Questions:** 0  
**Correct Answer :** 15  
**Wrong Answer :** 0  
**Not Attempted :** 0  
☒ Correct Answer  
☐ Correct Answer But Not Attempted  
☒ Wrong Answer

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**Total Exam Marks:** 100  
**Total Scored Marks:** 100  
**Exam Rank** Awaited

**Total Negative Marks:** 0  
**Score (%)**: 100.00

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**Q.1** What are the benefits of keeping a maintenance logbook? Marks:(10.00/10.00) Negative Marks:(0.00)

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- ☐ It is not a good idea to clean your computer or any electrical equipment with water.
- ☒ An Equipment Maintenance worksheet is a log to keep track of your equipment It is used to show when preventative maintenance is done and needs done to keep equipment running smooth
- ☐ cleaning tools such as scrubbing brushes, rags to wash with, duster cloths and sponges
- ☐ Routine maintenance will include dusting, cleaning, toner refill/replacement, toner waste disposal, cartridge replacement and clearing paper jams.

**Q.2** what is the The seller of the equipment ? Marks:(3.00/3.00) Negative Marks:(0.00)

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- ☒ is the person who sold the office equipment to a company
- ☐ is the person who uses the office equipment daily
- ☐ is the person of a company that purchases (buys) the equipment for office use
- ☐ is usually a company or person that signed a contract to do routine maintenance on office equipment.

**Q.3** Who should be informed of any upcoming maintenance of office equipment? Marks:(2.00/2.00) Negative Marks:(0.00)

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- ☐ The buyer of the equipment
- ☐ The user of the equipment
- ☒ As the maintenance company would not know when the required number of photo copies have been made, you will have to contact them for routine maintenance.
- ☐ routine maintenance.

**Q.4** What steps will you conduct when selecting a maintenance provider? Marks:(10.00/10.00) Negative Marks:(0.00)

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- ☐ Step1: Call for quotations of different maintenance providers.
- Step 2: Have presentations to clearly see what the maintenance company provide.
- Step 3: Dusting and cleaning of office equipment,
- Step 4: Check the track record of the maintenance company.
- Step 5: Study Service level agreement contracts carefully and confirm costing's.
- ☐ Step1: Call for quotations of different maintenance providers.
- Step 2: Have presentations to clearly see what the maintenance company provide.
- Step 3: Call other companies that also use the maintenance providers for references.
- Step 4: Check the track record of the maintenance company.
- Step 5: Any problems with maintenance providers are identified and reported

- Ⓐ Step1: Do they offer you any guarantees on their maintenance service.
- Step 2: Have presentations to clearly see what the maintenance company provide.
- Step 3: Call other companies that also use the maintenance providers for references.
- Step 4: Check the track record of the maintenance company.
- Step 5: Study Service level agreement contracts carefully and confirm costing's.

- Ⓑ Step1: Call for quotations of different maintenance providers.
- Step 2: Have presentations to clearly see what the maintenance company provide.
- Step 3: Call other companies that also use the maintenance providers for references.
- Step 4: Check the track record of the maintenance company.
- Step 5: Study Service level agreement contracts carefully and confirm costing's.

**Q.5** When will you know that there is a problem with your maintenance provider? Marks:(5.00/5.00) Negative Marks:(0.00)

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- Ⓐ All office equipment must be maintained through regular cleaning and servicing.
- Ⓑ Routine maintenance are not conducted as scheduled, poor or no customer service from the maintenance company is offered.
- Ⓒ Keep a fax machine in a dry room. Humidity can cause paper to stick together.
- Ⓓ Keep computers in a dry environment, away from sources of excessive heat or moisture. Do not place a computer next to a heating source or drink your coffee while at the computer.

**Q.6** How is maintenance activities decided? Marks:(5.00/5.00) Negative Marks:(0.00)

**Subject:** ICT Maintenance (13931)

- Ⓑ The manufacturer's instructions should describe what maintenance is required to keep the equipment safe and how this can be done safely
- Ⓐ Maintenance goods can be hazardous and need to be disposed of in the correct manner.
- Ⓒ activities decided
- Ⓓ Do not install or use this product near water or when you are wet

**Q.7** The buyer of the equipment Marks:(5.00/5.00) Negative Marks:(0.00)

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- ☒ is the person of a company that purchases (buys) the equipment for office use
- ☐ is the person who unplug the product from wall outlets before cleaning.
- ☐ Have presentations to clearly see what the maintenance company provide.
- ☐ is person who install the product securely on a stable surface.

**Q.8** List steps you will follow when removing dust from the inside of the computer.? Marks:(10.00/10.00) Negative Marks:(0.00)

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- Be careful not to damage the inside of the machine Reinstall the print cartridge correctly and close the top cover
- Put the cover back in place and fasten the screws
- Switch the computer on to confirm that it is working properly
- Use a blower to blow away the dust inside your computer



- Use a blower to blow away the dust inside your computer
- Put the cover back in place and fasten the screws
- Switch the computer on to confirm that it is working properly
- Pull the paper that is stuck in the direction of the paper feed.
- Be careful not to damage the inside of the machine Reinstall the print cartridge correctly and close the top cover



- Switch the computer off and unplug it from the electrical outlet
- Loosen the screws that keep the cover in place
- Use a blower to blow away the dust inside your computer
- Put the cover back in place and fasten the screws
- Switch the computer on to confirm that it is working properly



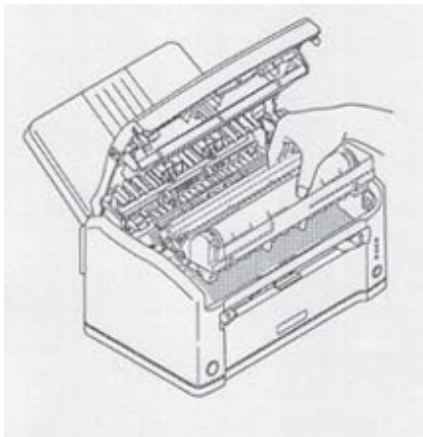
- Switch the computer off and unplug it from the electrical outlet
- Open the top cover and carefully remove the print cartridge
- Pull the paper that is stuck in the direction of the paper feed.
- Be careful not to damage the inside of the machine Reinstall the print cartridge correctly and close the top cover
- Make a photo copy or print a test page to confirm that the machine is in working order

**Q.9** Materials used for cleaning could include: Marks:(5.00/5.00) Negative Marks:(0.00)

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- ☒ scrubbing brushes, rags to wash with, duster cloths and sponges.
- ☐ dusting and cleaning of office equipment,
- ☐ surfaces) Handy Andy (for cleaning most office surfaces)
- ☐ Liquid cleaning

**Q.10** To replace a toner or an ink cartridge:



Marks:(13.00/13.00) Negative Marks:(0.00)

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- Do not use too much force when inserting a cartridge, remember you are working with electronic equipment and the cartridge should be inserted without too much effort.
- Print a test page or make a test photo copy to make sure the equipment is working properly
- Dispose of the toner cartridge in the manner required by your organisation.
- This is usually done by sending the used cartridge to the manufacturer for recycling
- dusting and cleaning of office equipment,
- Replacing or refilling toner cartridges for photo copiers and computer printers
- clearing paper jams in photo copiers and computer printers



- Open the relevant cover or door of the printer, copier or fax.
- Carefully remove the empty cartridge, following the instructions from the manufacturer
- Remove the protective plastic wrapping from the new cartridge
- Carefully insert the new cartridge, following the instructions from the manufacturer.
- Do not use too much force when inserting a cartridge, remember you are working with electronic equipment and the cartridge should be inserted without too much effort.
- Print a test page or make a test photo copy to make sure the equipment is working properly
- Dispose of the toner cartridge in the manner required by your organisation.
- This is usually done by sending the used cartridge to the manufacturer for recycling



- Switch the computer off and unplug it from the electrical outlet
- Loosen the screws that keep the cover in place
- Use a blower to blow away the dust inside your computer
- Put the cover back in place and fasten the screws
- Switch the computer on to confirm that it is working properly



- Open the top cover and carefully remove the print cartridge
- Pull the paper that is stuck in the direction of the paper feed.

- Be careful not to damage the inside of the machine
- Reinstall the print cartridge correctly and close the top cover
- Make a photo copy or print a test page to confirm that the machine is in working order

**Q.11** Why is it important for office equipment to be maintained?



Marks:(7.00/7.00) Negative Marks:(0.00)

**Subject:** ICT Maintenance (13931)

- ✔ Routine maintenance will include dusting, cleaning, toner refill/replacement, toner waste disposal, cartridge replacement and clearing paper jams.
- ⦿ Do not spray the contents of a can on someone else,
- ⦿ All office equipment must be maintained through regular cleaning and servicing.
- ⦿ clearing paper jams in photo copiers and computer printers

**Q.12** Give an explanation of safety measures during maintenance activities.

# Safety in Maintenance



Marks:

(10.00/10.00) Negative Marks:(0.00)



**Subject:** ICT Maintenance (13931)

☐ Change ink as needed. Open the top of the printer and remove the ink cartridge. Specifications should be printed on the side to help you order another cartridge from your local office retail store or supplier.

☒ Do not leave the appliance exposed to direct sunlight or rain.

Do not install or use this product near water or when you are wet.

Unplug the product from wall outlets before cleaning.

Install the product securely on a stable surface.

**Q.13** (1)..... and ...(2)..... are two main type of computer network. Marks:(5.00/5.00) Negative Marks:(0.25)

**Subject:** Concepts of ICT (117925)

☒ LAN and WAN

☐ HDD and LAN

☐ Internet and HDD

☐ CD and DVD

**Q.14** A mouse can connect to the computer with a \_\_\_\_\_ connection. Marks:(5.00/5.00) Negative Marks:(0.25)

**Subject:** Operate a PC (116932)

☐ USB

☐ PS/2

☐ Bluetooth

☒ All of the above

**Q.15** What does a computer allow you to do? Marks:(5.00/5.00) Negative Marks:(0.25)

**Subject:** Operate a PC (116932)

☐ Type document & send emails

☐ Browse the internet

- ☐ Store & retrieve data
- ☒ All of the above