

NORMAN HENSILWOOD HIGH SCHOOL

EXAMINATIONS



INSTRUCTIONS AND INFORMATION

1. This paper consists of SECTION A and SECTION B:
SECTION A (20)
SECTION B (130)
2. Answer ALL the questions.
3. Start EACH question on a NEW page.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Write neatly and legibly.

SCENARIO

You applied for a holiday job at a local computer shop. It is a well paying part time job and they have an excellent in-house-training program you are interested in for when you finish school. Before you are interviewed, you must write a test on general computer knowledge and troubleshooting. Good luck!

DATE	8 JUNE 2011
GRADE	11
SUBJECT	CAT – THEORY
TIME	3 HOURS
MARKS	150
EXAMINER	R. NIEUWENHOUDT
MODERATOR	S. HARTLE

This exam paper consists of 10 pages.

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2-6-2011

SECTION A**QUESTION 1**

Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number (1.1 – 1.10) in the ANSWER BOOK, for example 1.11 D.

1.1. A wireless connection which allows communication between electronically devices over a short distance.

- A Wi-Fi
- B Ethernet
- C 3G
- D Bluetooth

1.2. Which of the following describes defragmentation of a disk the best?

- A Files are rewritten to adjacent spaces on the disk
- B Files are compressed to save disk space
- C Files are scattered on the disk
- D Parts of different files are written as one file

1.3. When working on a computer it is preferable to sit on an adjustable chair. The science of creating devices which are safe and comfortable for human use is called ...

- A ergonomics
- B ergonomics
- C chiropractics
- D physiotherapy

1.4. Another name for a web address is ...

- A URL
- B http
- C www
- D html

1.5. is the area the anti-virus programme moves an infected file to if it cannot be deleted.

- A Registry
- B History
- C Control Panel
- D Quarantine

1.6. What action will you perform to delete unwanted parts on a photo?

- A Crop
- B Cut
- C Resize
- D Undo

1.7. Which of the following statements are true? A disk defragmenter ...

- A removes viruses
- B makes the computer faster
- C only works on hard drives
- D reorganize the location of your files

1.8. Which input device is essential when using a PC for general office work?

- A Mouse
- B Keyboard
- C Touch screen
- D Printer

1.9. Which ONE of these characteristics CANNOT be associated with a spreadsheet program?

- A Chart wizard
- B Auto fill
- C Absolute cell reference
- D Tables

1.10. Which of the following storage mediums is the best to store backups on of more than 20GB?

- A DVD
- B "Cloud Storage"
- C "Net Storage"
- D Flash drive

10x1 [10]

QUESTION 2

Choose a term from **COLUMN B** that matches a description in **COLUMN A**. Write only the letter (A – R) next to the question number (2.1 – 2.10) in the ANSWER BOOK, for example 2.11 S.

COLUMN A	COLUMN B	
	A	Other
2.1 An example of an optical storage device that can store full length movies	B	DVD
2.2 Used to get help in most programs	A	FAQ
2.3 A set of questions and answers on a specific topic	C	Freeware
2.4 A type of network suited for a big company with many branches across the country	D	.jpeg
2.5 This company provides Internet to its clients for a fixed amount every month	E	Sections
2.6 Programs which can be downloaded and used for a short period of time before you must pay for it	F	DVD
2.7 A document which has a specific layout and content on which you can base your own document	G	ISP
2.8 This function allows you to align data neatly underneath each other	H	Android OS
2.9 Most 'smart phones' use this operating system	I	Shareware
2.10 An example of a graphical file format which uses less storage space	J	LAN
	K	.mp3
	L	Tutorial
	M	F1-key
	N	WAN
	O	CD
	P	Template

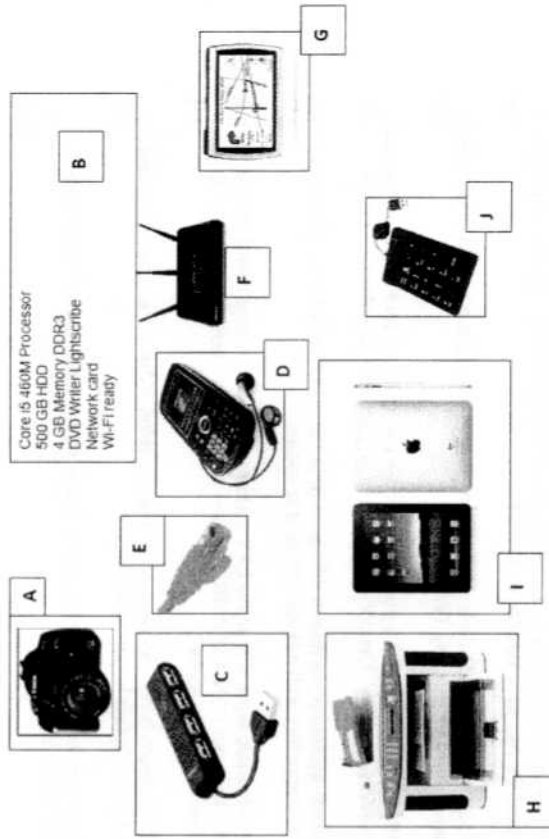
10x1 [10]
SECTION A: 20

SECTION B

QUESTION 3

You must suggest the most appropriate hardware to be applied in various situations. Read the situations below (from 3.1 – 3.10) carefully and choose the most appropriate hardware device to be applied for the situation and motivate your answer. Please note that you must identify the correct item, then name it and then **MOTIVATE** your choice. There is only one correct answer. (E.g.: 3.11 P, keyboard, because...). Which hardware device will be most appropriate for...

- 3.1. A businessman who mainly works with numbers
- 3.2. A wealthy woman who loves to read and travels regularly
- 3.3. A person who loves to play games
- 3.4. A student boarding house where all 10 students have computers
- 3.5. A multi-purpose device for a small catering business run from home
- 3.6. A scholar
- 3.7. A representative (Rep) who travels the whole country
- 3.8. A photographer
- 3.9. A person who has many peripheral devices to plug into his computer
- 3.10. A person who studies online



[30]

QUESTION 4

Your biggest challenge is to help clients deal with software and software related problems.

- 4.1. Client A is very annoyed; she has paid for Windows 7 but doesn't have MS Word! Explain to her the difference between operating software and application software, use examples. (4)
- 4.2. Client B wants to use his company's software at his home and wanted to know how to copy it. Is he allowed to do this? Motivate your answer. (2)
- 4.3. Client C says her computer doesn't have a lot of free space on its hard drive and is running really slow. Explain to her TWO possible reasons for this and how to fix it. (4)
- 4.4. Client D said he installed a good anti-virus program but after a few weeks he experienced virus related problems. Explain to him how important it is to regularly update by referring to the working of an anti-virus program. (3)
- 4.5. Client E started a new business and is scared about losing her data. Explain to her the THREE most important aspects of backing up her data. (3)
- 4.6. Client F urgently needs help in search of lost files. Give him
 - 4.6.1. TWO tips for better file management and
 - 4.6.2. TWO tips on the use of the search function. (4)
- 4.7. Client H recently acquired Internet and is already overcome by spam. You suggest that she buy a Security Suite. Explain to her what a 'suite' is and which programs is usually part of such a Security Suite. (5)
- 4.8. Client I is an older person who knows the basics about computers. He wants to know more but doesn't want to take classes or study from books. Name TWO options available to him to gain more knowledge about computers. (2)
- 4.9. Client J wants to apply for a job, the company e-mailed the application form to her but it doesn't want to open on her computer. Name any TWO possible reasons for this. (2)
- 4.10. Client K accidentally deleted the file of a pamphlet he designed but has a hard copy. He wants to change the hard copy into an electronic copy so that he can edit it instead of redoing the whole thing! Which hardware and software will he need to do this? (2)
- 4.11. Client L wants to add a password on a MS Word document. Explain to her step-by-step how to do this. (3)
- 4.12. Client L wants to use passwords. List any THREE tips on the composition of passwords. (3) [37]

QUESTION 5

Mr Connect, a specialist on networks presents you with this case study: Mr Khumalo started his advertising business in his garage, but it has grown so big that he rented an office in town and now wants to buy the necessary equipment and came to you for advice.

- 5.1. After a brief discussion with Mr Khumalo you realise he doesn't know what a network is. Explain to him what a network is. (3)
- 5.2. Mr Khumalo has six people working for him, all of them have computers, but he doesn't want to install a network, he thinks it is unnecessary and expensive. Try to convince him to use a network by pointing out any FOUR advantages of networks as applicable to his scenario. (4)
- 5.3. You feel compelled to inform Mr Khumalo that there are also disadvantages to networks. Mention any TWO to him. (2)
- 5.4. Which type of cable will you suggest they use to install Mr Khumalo's network? FireWire or UTP? Describe what the most common use of both wires is. (3)
- 5.5. Which additional hardware will he have to buy to set up a LAN? He already has the computers with network cards and cables. (1)
- 5.6. Mr Khumalo agrees that the LAN sounds good, but he overheard you earlier talking about PAN and WAN. Explain to him what these are and what these networks are used for? (4)
- 5.7. Mr Khumalo is not too keen on all these cables. What other option is available to him? Explain to him how it works. (2)
- 5.8. Explain to him where he can immediately see whether there is a network connection or not. (1) [20]

QUESTION 6

Internet is part of our daily lives and your company wants to ensure their employees have enough skills to cope with using the Internet.

Bing	www.sapolice.co.za
kpets@wallin.co.za	kumby@gmail.com
www.teatree.co.az	www.thewashingtonpost.com
www.computicket.co.za	Google
www.blogspot.com/african_sunrises	psmith@netstat.co.uk
www.sasstats.gov.za	www.outback.com
www.foodforall.com	www.thesundaytimes.co.za
www.feedus.org.za	www.liveonline.com

- 6.1. Choose an item from the list above which suits the description below the best. Every answer can only be used once. Only write the answer next to the number.
- 6.1.1. A government's webpage
 - 6.1.2. An Australian webpage
 - 6.1.3. A South African newspaper's webpage
 - 6.1.4. A well-known adventurer's on-line diary
 - 6.1.5. A web-based e-mail address
 - 6.1.6. A South African e-mail address
 - 6.1.7. A Webpage where you can buy tickets for shows and concerts
 - 6.1.8. A chat room
 - 6.1.9. A charity organisation
 - 6.1.10. The world's most used search engine
- 6.2. E-mail is an integrated part of business these days. Name any **THREE** advantages of e-mail for businesses. (3)
- 6.3. You want to send an e-mail to more than one person simultaneously. When will you use the Cc-option and when will you use the Bcc-option? Explain your answer by using appropriate examples. (4)
- 6.4. Are the Internet and the World Wide Web different names for the same thing? Explain your answer. (2)
- 6.5. Which Internet connection method is the most popular today? (1)
[20]

QUESTION 7

Like in any job there are administrative tasks involved.

- 7.1. The company has a database of all the people who subscribe to their newsletter. See the extract below.

ID	NAME	LAST SURNAME	E-POS E-MAIL	GENERIC DATE/TIME/DOW	RETAILING PAYMENT	TAX BRANCH	MANAGEMENTS IDENTITY
1	BAMBA	FLORENCE	fbamba@mea.co.za	18/02/2016	R 75,00	RUSTENBURG	✓
2	MASINGA	SHEZF	shezfo7@yahoo.com	19/06/2015	R 150,00	POTCHESBURG	✓
3	DAVID	CLARENCE	sdavid@bakers.co.za	19/06/2014	R 100,00	ALERIKSDORP	✓
4	MARY	ZINCA	maryda@e-homs.net	19/02/2013	R 75,00	MABATHO	✓

- 7.1.1. Which data types are used for the last FOUR fields? (4)
- 7.1.2. What is the table's name? (1)
- 7.1.3. What is a primary key? Which field would you use as a primary key? (2)
- 7.1.4. What is the easiest method to add a record to the table? Motivate. (2)
- 7.1.5. How would you go about getting a printed list for only the Rustenburg branch where you work? (2)
- 7.2. A colleague shows you the basic outlay of the monthly newsletter, "KEEPIN U WIRED" in MS Word. You see he continuously struggles with a picture moving around. Explain to him why that happened and what he can do to prevent it from happening. (2)
- 7.3. The colleague sees you know what you talk about and asks if you can help with the following problem: Page 3 must be landscape, but the rest of the document has to remain portrait. Explain the steps to be taken to get the desired result. (4)
- 7.4. The same colleague depends hugely on the use of a mouse. Explain to him how to use the following keyboard shortcuts:
- 7.4.1. To save
 - 7.4.2. To print
 - 7.4.3. To select the whole document
 - 7.4.4. To Undo
- 7.5. The colleague shows you how you must add your overtime hours to a table in MS Word. Give ONE reason why it should rather be done in MS Excel. (1)
- 7.6. How can the colleague get above mentioned table in MS Excel without typing it again? (1)
[23]

SECTION B: 130**TOTAL: 150**