



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

COMPUTER APPLICATIONS TECHNOLOGY P2

EXEMPLAR 2007

MARKS: 150

TIME: 2½ hours

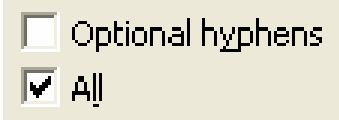
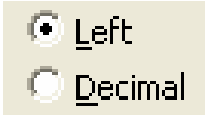
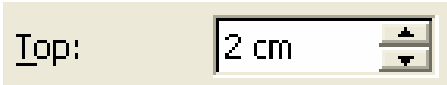

This question paper consists of 15 pages.

INSTRUKSIES EN INLIGTING

1. This question paper consists of TWO sections, namely SECTION A and SECTION B.
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Read ALL the questions.
5. Write neatly and legibly.

SECTION A**QUESTION 1**

Various possible options are provided as answers to the following questions. Choose the correct answer and write only the letter (A – D) next to the question number (1.1 – 1.10) in the answer book.

- 1.1 Which ONE of the following is NOT an input device?
- A Stylus
 - B Joystick
 - C Plotter
 - D Touch screen
- (1)
- 1.2 In a database, each table should include a field that uniquely identifies each record. This field is known as the ...
- A identity number.
 - B autonumber.
 - C source code.
 - D primary key.
- (1)
- 1.3 Which ONE of the following statements concerning portable devices is FALSE?
- A A smart phone combines the capabilities of a cellphone with that of a PDA.
 - B An entry-level laptop generally has inferior (lower) hardware specifications than an entry-level PC.
 - C A laptop is cheaper than an equivalent PC.
 - D A cellphone can connect directly to PC.
- (1)
- 1.4 Which ONE of the following controls allows you to select more than one option?
- A 
 - B 
 - C 
 - D 
- (1)

- 1.5 Which ONE of the following file extensions can be associated with a graphics file?
- A .DOC
 - B .MP3
 - C .PDF
 - D .BMP
- (1)
- 1.6 Which ONE of the following CANNOT be done using message rules on e-mails?
- A Move a message to a folder
 - B Create a new message
 - C Delete a message
 - D Do not download a message greater than a specified size
- (1)
- 1.7 Which ONE of the following terms does NOT logically belong with the others?
- A Joystick
 - B Microphone
 - C Search engine
 - D Flash disk
- (1)
- 1.8 Which ONE of the following statements concerning the internet is FALSE?
- A The internet is a subset or part of the worldwide web.
 - B E-mail services can be provided by an ISP or they can be internet (web)-based.
 - C The suffix '.za' in a web address indicates a site located in South Africa.
 - D The internet is not owned or controlled by any single organisation.
- (1)
- 1.9 Which is the most appropriate medium to use to send out an urgent three-page agenda for a meeting?
- A Website
 - B SMS
 - C Letter
 - D Fax
- (1)
- 1.10 Which ONE of the following items of hardware is most likely to influence the overall performance of a computer?
- A Disk capacity
 - B Screen size
 - C Quantity RAM
 - D DVD writer
- (1)

[10]

QUESTION 2

Choose a term from COLUMN B to match a description in COLUMN A. Write only the letter (A – P) next to the question number (2.1 – 2.10) in the answer book.

COLUMN A		COLUMN B	
2.1	A company that provides internet access	A	AGP
2.2	The multimedia portion of the internet	B	BIOS
2.3	A handheld computing device that offers functions such as diary facilities and e-mail, et cetera	C	DVD
		D	FAQ
2.4	A term associated with the main memory in a PC	E	HTTP
2.5	A set of questions and answers relating to a particular topic	F	ISP
2.6	An example of optical storage media	G	LAN
2.7	A technology and file type associated with digital music	H	MP3
2.8	A number of computers and devices connected in a limited area such as a school	I	PDA
2.9	The location of a resource or website on the internet	J	RAM
		K	ROM
2.10	A port that is plug-and-play and to which most modern printers connect	L	SCSI
		M	URL
		N	USB
		O	WAN
		P	WWW

[10]**TOTAL SECTION A:****20**

SECTION B**SCENARIO**

Simon, a friend of yours who left school last year, has opened a bicycle shop in your town. He was not fortunate enough to have been trained in Computer Applications Technology (CAT), so he has come to you for advice on all aspects of computers for his business. Currently he has a single PC with a dial-up connection to the internet and a colour laser printer.

QUESTION 3

- 3.1 While discussing the software that Simon requires, you mentioned that there are office suites available such as Microsoft Office and open source versions such as OpenOffice.
- 3.1.1 Briefly describe what is meant by an *office suite* in this context. (2)
- 3.1.2 Briefly explain what we mean when we refer to *open source software*. (2)
- 3.1.3 State TWO advantages or benefits of using programs from an office suite. (2)
- 3.2 Simon has never installed a program on a computer before. Many of the steps during installation just require the user to press or click 'Next'.
- Name TWO other things he could be expected to do or input during the process of installing the program. (2)
- 3.3 Simon wants a screensaver showing cyclists racing down a hill.
- Briefly explain what a *screensaver* is in terms of its function and where Simon might obtain it. (2)
- 3.4 The date and time on the computer in the bicycle shop are incorrect. This means that the wrong information is displayed at the bottom of Simon's screen, but there are more significant consequences than that.
- Explain TWO of these consequences in terms of Simon's business and how he works. (2)

- 3.5 It has been suggested that it may be beneficial in the long term to install an intranet.

Fully explain what an *intranet* is and give ONE way in which it could benefit the business. (4)
- 3.6 Simon would like to purchase a digital camera to take pictures at local cycle races to place on a website.
- 3.6.1 Give TWO advantages of a digital camera over a conventional camera. (2)
- 3.6.2 Besides cost, what would you consider to be the TWO most important features to look for when purchasing a digital camera? (2)
- 3.6.3 The number of pictures that can be stored on a digital camera depends on the stored size of the photographs.

Name TWO ways of reducing the size of the image files saved on a digital camera. (2)
- 3.7 Simon needs to find the latest information on next year's *Tour de France* cycle race. He has access to the following resources:
- The library
 - Microsoft Encarta
 - The internet
- Identify the best resource for this information and give TWO reasons for your choice. (3)
- 3.8 Simon is excited about how much is available from the internet, but he has heard that downloadable freeware is often linked to spyware.
- 3.8.1 Briefly describe the terms *freeware* and *spyware*. (4)
- 3.8.2 Give TWO possible indications that Simon could have spyware present on his computer. (2)
- 3.8.3 Give TWO ways to prevent or limit spyware. (2)
- 3.9 Simon obtains a new version of his accounting software, but is disappointed to find that it will not run on his computer.

Give TWO possible reasons for his software not working. (2)
- [35]**

QUESTION 4

- 4.1 Simon's business expands and he is able to purchase three additional computers.
- 4.1.1 State TWO advantages to Simon's business, should he decide to install a local area network (LAN). (2)
- 4.1.2 Name TWO additional hardware components that would be needed to implement the network. (2)
- 4.1.3 How would a server computer differ from a normal PC (workstation) in a LAN? (2)
- 4.1.4 Name ONE other type of server that one might find on a local area network other than a file server. (1)
- 4.1.5 Many local area networks are now set up using wireless technology.
State ONE advantage and ONE disadvantage of this approach. (2)
- 4.1.6 Briefly explain why Simon should ensure that passwords are set up for access to the file server on the LAN. (1)
- 4.1.7 Give Simon THREE tips or guidelines on how to set up secure passwords. (3)
- 4.2 Simon has recently heard of wireless peripherals and is interested to know more.
Give TWO differences between *infrared* and *Bluetooth* as communication media. (2)
- 4.3 The teller (till operator) at the bicycle shop has asked that Simon purchase a barcode reader.
Outline TWO possible benefits to the business if this device is purchased. (2)
- 4.4 When Simon comes to start up his computer one morning, the screen does not switch on.
Suggest THREE things he could do in order to solve this problem. (3)

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QUESTION 5

- 5.1 Simon has never heard of computer 'housekeeping'.
Give ONE possible consequence if disk error checking is not done regularly on the hard drive. (1)
- 5.2 Lately Simon has experienced a few problems with his computer, as it seems to be running more slowly than usual.
- 5.2.1 Someone suggested to Simon that he could improve the performance of his computer by running the defragment utility daily to gain more free disk space.
Critically comment on this advice by explaining the purpose of a defragmentation program. (3)
- 5.2.2 Is it essential to defragment flash disks and CDs? Briefly motivate your answer. (2)
- 5.2.3 Simon's hard disk is becoming very full.
Describe THREE ways in which Simon could free up space on his hard disk. (3)
- 5.3 Simon phones in a panic, saying that his computer which is attached to the network, seems to have crashed and that the display has turned blue with all sorts of funny characters on it. He strongly suspects it is a virus.
- 5.3.1 Clearly describe what a *computer virus* is. (3)
- 5.3.2 What action should Simon take if it is in fact a computer virus? (2)
- 5.3.3 Give TWO other typical symptoms of a computer virus. (2)
- 5.3.4 Does the fact that the virus appeared on a network which is connected to the internet have any significance? Briefly motivate your answer. (2)
- 5.3.5 Recommend THREE ways in which Simon could prevent a virus infection in future. (3)

- 5.4 Simon freed up some disk space as you suggested, but he complains that he still has 30 GB used space which he has to back up.

Briefly describe THREE strategies or options he could use to make backing up his data a more practical and easier task, without deleting any data or software.

(3)

- 5.5 Simon has additional funds available and cannot decide whether to purchase a scanner or a photocopier for the business.

List some advantages and disadvantages of choosing a scanner as opposed to a photocopier.

(3)

- 5.6 Simon often takes work home to do in the evenings and this requires him to carry data files between his work and home computer. He has the choice of using a CD or flash disk (memory stick).

State some of the advantages and disadvantages of each choice.

(4)

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QUESTION 6

- 6.1 Simon has accidentally deleted data files that he still needs.

Explain to him why files can sometimes be recovered and sometimes not, depending on their original location.

(2)

- 6.2 The word processing program Simon has chosen has an online thesaurus available. Why would Simon use a thesaurus?

(1)

- 6.3 Simon is confused because in application programs, the term *wrapping* is used differently in the context of text and graphics.

6.3.1 Briefly describe what is meant by *text wrapping* in the context of text.

(1)

6.3.2 When a picture is inserted into a document, there are a number of possible ways in which text can be wrapped around the picture. Describe TWO of these ways.

(2)

- 6.4 Simon is busy writing an article for a local cycling magazine. You suggest that he uses outline numbering as shown below:

1.	<i>Introduction</i>
2.	<i>Cycling around the world</i>
2.1	Europe
2.2	The Americas
2.3	Africa
3.	<i>A brief history</i>
3.1	The beginnings
3.1.1	First cycling machines
3.1.2	Adding technology
3.2	Modern changes
4.	<i>Conclusion</i>

Give TWO reasons why this would make it easier for Simon to write the article.

(2)

- 6.5 Simon has set up a simple summary of the company's income and expenditure for the month in a table in a word processing document.

Briefly explain to him, giving THREE reasons, why he should rather have done this in a spreadsheet.

(3)

- 6.6 The company's catalogue has been typed in a word-processing document with the page orientated being set as portrait. A fairly wide table now has to be added in the same document and it will not fit in across the page.

Give TWO solutions to this problem, without altering the table or the rest of the document in any way.

(2)

- 6.7 Simon has prepared the advert below that he is planning to place in the news paper and asks you to check it for him.



Criticise this advert in terms of layout and formatting.

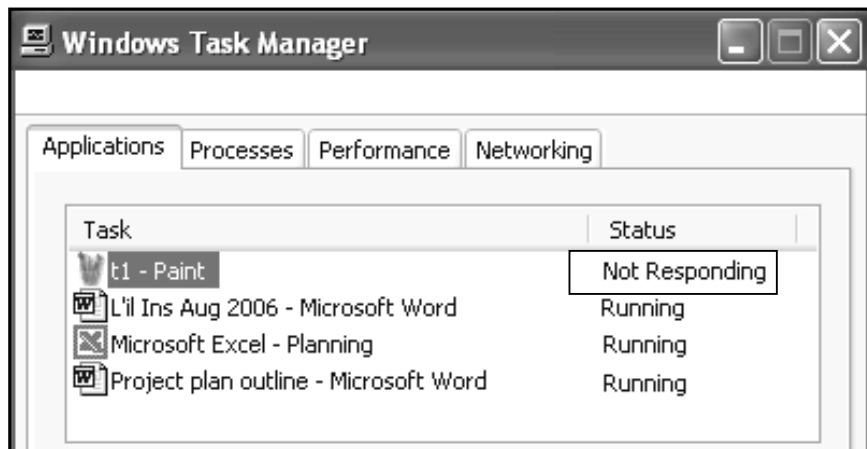
(4)

6.8 Simon phones you one day to say that the computer he is working on has frozen and does not respond to the mouse or the keyboard.

6.8.1 Name the keys he should press to bring up the task manager. (1)

6.8.2 One of the tasks listed in the task manager, is shown as 'Not Responding'.

Explain what action Simon should take on this task.



(1)

6.8.3 Describe what further action Simon should take from the task manager window if the computer still does not respond. (1)

6.9 Simon has seen that his word-processing document can be saved as a text file or as a word-processing file.

Give TWO differences between a *text file* (.txt) and a file saved from a *word-processing document* (.doc). (2)

6.10 Simon is working on a confidential document and he would like to ensure that others, who have access to his computer, do not read it.

Briefly explain how he could do this. (1)

- 6.11 Simon has set up a database of his regular customers. An extract from the customer table is shown below:

Account	Name	Address	Cellphone	email
13	Jerry Spoons	132 Main Road, Kinross	854123332	jspoon@mweb.co.za
14	Sibusiso Nkosi	14 Toulouse Drive, Evander	824157598	sbunkosi@telkom.net
12	Joos van der Mer	13 Geelsingel, Secunda	832147581	jvdmerwe@mweb.co.za
16	Belinda Webb	10 Smit Street, Braamfontei	835961789	belinda@worx.co.za
26	Peet Riet	13 Kilroy Lane, Rietspruit	821247895	sommerpeet@lantic.co.za

- 6.11.1 When the cellphone numbers are entered into the database table, the zero at the beginning simply disappears.

Explain the likely cause of this problem and suggest how it could be overcome. (2)

- 6.11.2 The entire address of each customer has been stored in one field. Is this a desirable approach? Give TWO reasons for your answer. (2)

[27]

QUESTION 7

- 7.1 Simon has decided to do his banking over the internet, but is concerned about the number of media reports concerning identity theft and phishing.

7.1.1 Briefly explain what is meant by the terms *identity theft* and *phishing*. (4)

7.1.2 Describe TWO safety precautions that can be taken by the customer to prevent becoming a victim of identity theft. (2)

7.1.3 Describe TWO safety precautions that can be taken by the bank to assist customers from becoming a victim of identity theft. (2)

- 7.2 Simon wants to make use of internet banking for the bicycle shop:

7.2.1 State TWO advantages of internet banking. (2)

7.2.2 State ONE potential disadvantage of internet banking. (1)

- 7.3 Simon is an environmentally conscious person and is aware of 'green computing' issues.

Briefly explain what is meant by the term *green computing* and list TWO ways in which one can practice green computing. (3)

7.4 Simon needs to present the findings of the research he has been doing on organising a local cycle race. The findings can be presented in three possible ways:

- In a hardcopy format
- By using a presentation program such as PowerPoint
- Via a web page on the internet

Name THREE possible criteria or considerations you would use to decide which of these three modes of communication ought to be used to present these findings of the research.

(3)
[17]

TOTAL SECTION B: 130

GRAND TOTAL: 150