



CHIEF DIRECTORATE – CURRICULUM MANAGEMENT

**GRADE 12 LEARNER SUPPORT
PROGRAMME**

**REVISION AND REMEDIAL TEACHING
INSTRUMENT:
QUESTIONS AND ANSWERS**

SUBJECT: COMPUTER APPLICATIONS TECHNOLOGY – SECOND PAPER

June 2009

This document consists of 13 pages.

Strictly not for test/examination purposes

INSTRUCTIONS AND INFORMATION

1. This question paper consists of SECTIONS A and B.
2. Answer ALL questions.
3. Read ALL questions carefully.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Start each question on a new page.

SECTION A**QUESTION 1**

Identify the correct answer for each question. Write only the letter of the answer next to the question number for example: 1.11 D.

- 1.1 Which one of the following file extensions is associated with a compressed file?
- A COM
 - B ZIP
 - C EXE
 - D TMP
- (1)
- 1.2 Which one of the following statements concerning the Internet is FALSE?
- A The Internet is a subset or part of the world wide web.
 - B The Internet is owned and controlled by Microsoft.
 - C The suffix .za in a web address indicates a site located in South Africa.
 - D E-mail services can be provided by an ISP.
- (1)
- 1.3 The chairman of a countrywide business firm travels all over the country and needs his e-mail redirected to his hand-held device. Which one of the following devices will be best suited for this purpose?
- A Blackberry
 - B MP3 Player
 - C PDA
 - D GPS
- (1)
- 1.4 Which of the following represents a condition in a query that could be used to find all people older than 60?
- A <60
 - B <>60
 - C <=60
 - D >60
- (1)
- 1.5 Which of the following is NOT an example of application software?
- A Pastel Accounting
 - B Microsoft Word
 - C Encarta
 - D Norton antivirus
- (1)

- 1.6 Which one of the following correctly arranges the networks in ascending order of size (from smallest to biggest)?
- A WAN LAN GAN PAN
 - B PAN LAN WAN GAN
 - C LAN PAN GAN WAN
 - D GAN WAN LAN PAN
- (1)
- 1.7 Which one of the following components would NOT be found inside the system unit of a computer?
- A Power supply
 - B Card reader
 - C CPU
 - D Motherboard
- (1)
- 1.8 Which one of the following refers to an electronic device that can help you navigate an unknown route using satellite technology.
- A CPU
 - B GPRS
 - C GPS
 - D RSI
- (1)
- 1.9 When connecting to ADSL connection services you have different speed specifications. Which ONE of the following statements is TRUE in this regard?
- A ADSL packages with faster speed specifications cost less
 - B You need higher speeds to send an e-mail
 - C More bandwidth is allowed downstream
 - D You require lower speeds to download web pages or MP3 files.
- (1)
- 1.10 Which one of the following refers to the displaying of data and information by using a combination of video, animation, sound, graphics and text?
- A Webcam
 - B Smart Card
 - C Multimedia
 - D Hyperlink
- (1)

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QUESTION 2

Match the most appropriate terms/concepts in COLUMN B with each of the descriptions in COLUMN A. Write only the question number and the letter of your choice, for example: 2.1 P.

COLUMN A	COLUMN B	
2.1 A device that would allow you to carry on working on your computer during power outages	A	MS Outlook
2.2 An online interactive diary	B	CAD
2.3 A module used to add memory to a computer	C	Blog
2.4 An input device that works by converting an image to a digital format which is a bitmap	D	Merge fields
2.5 A program used to send messages and attachments via the Internet	E	BIOS
2.6 A network within an organisation which uses Internet and Web technologies	F	CMOS
2.7 Placeholders in a form letter that indicate where the unique information will appear in each copy of the document	G	DIMM
2.8 Software that can be used to create sophisticated technical drawings	H	Internet Explorer
2.9 A program that accepts print jobs from the operating system and places them in a queue	I	CPU
2.10 A public place where wireless Internet access is available	J	Spooler
	K	FaceBook
	L	Hot spot
	M	Intranet
	N	UPS
	O	Macro
	P	Desktop Publishing
	Q	Scanner

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SECTION B**SCENARIO**

The team of the Runamile Athletics Club has just returned from the Provincial championships. The club is not pleased with the team's performance and one of the reasons is that the administration of the club is very poor. At present most of the administration is being done by hand.

To solve this problem the club has bought two computers. You have been approached by the chairman, Mr Spies, to help Ms Runnaway to streamline the process by introducing computer applications. The computers have been loaded with all the relevant software, i.e. an operating system and an office suite.

QUESTION 3

- 3.1 One of the committee members did not agree with the decision to buy computers. He felt that computerising the administration of the club is just a waste of money.

Give TWO reasons why you disagree with him.

(2)

- 3.2 The computers that were bought, have the following specifications:

Intel® Pentium® 4 - 3.2 GHz
120 GB Hard drive
512 MB RAM
MS Windows Vista Home Premium
DVD-RW dual layer drive
8-in-1 memory card reader
6 USB 2.0 ports
Ergonomically designed 104 Soft key Palm
QWERTY Keyboard
Bluetooth mouse
17" LCD

Mr Spies has limited knowledge about computers and would like you to explain the following specifications to him:

- 3.2.1 What is in a 8-in-1 memory card reader? (2)
- 3.2.2 What do we mean when we say a keyboard is ergonomically designed? (2)
- 3.2.3 Explain the difference between a DVD-RW and DVD-R drive. (2)
- 3.3 Is the mouse in the specifications above a cordless one? Motivate your answer. (2)

- 3.4 Give TWO advantages of using a Bluetooth mouse. (2)
- 3.5 Give TWO reasons to Mr Spies why a LCD screen was bought even though it costs more than a CRT screen. (2)
- 3.6 Ms Runaway requested that the club buys a printer and got permission to buy one. She approaches you for some advice. What type of printer would the club need to:
- 3.6.1 Print high quality colour photos of athletes taken at meetings (1)
- 3.6.2 Do daily printing of lengthy documents, i.e. letters, advertisements, reports, etc? (1)
- 3.7 You invited the committee to your house for the first meeting of the year. You decided to use your laptop for the meeting so that you did not have to meet in the study where the desktop is.
- Mr Spies wants to know why you did not buy laptop computers for the club as well. Give TWO disadvantages to purchasing laptops as opposed to normal desktop computers. (2)
- 3.8 Mr Spies wanted to know what the size of the hard drive of your laptop is. Where can the size of a hard drive of a computer be viewed? (1)
- 3.9 Just before you closed the meeting, you received a message about *hibernating* on the screen. What does this mean? (2)
- 3.10 One of the committee members wanted to know why his desktop computer does not hibernate. Explain why this is the case. (1)
- 3.11 Mr Spies complains that his computer at home is very slow compared to the computers at the club. You advise him that one way in which he could increase the speed of his computer is by adding more RAM.
- 3.11.1 Explain why more RAM will increase the speed of a computer. (2)
- 3.11.2 Name TWO factors that Mr Spies should bear in mind when adding RAM. (2)
- 3.11.3 His son is a keen gamer. In which way can he upgrade his computer to accommodate his son? Explain the advantage of this upgrade. (2)

QUESTION 4

Software has become very expensive and the local computer technician has suggested the use of open source software.

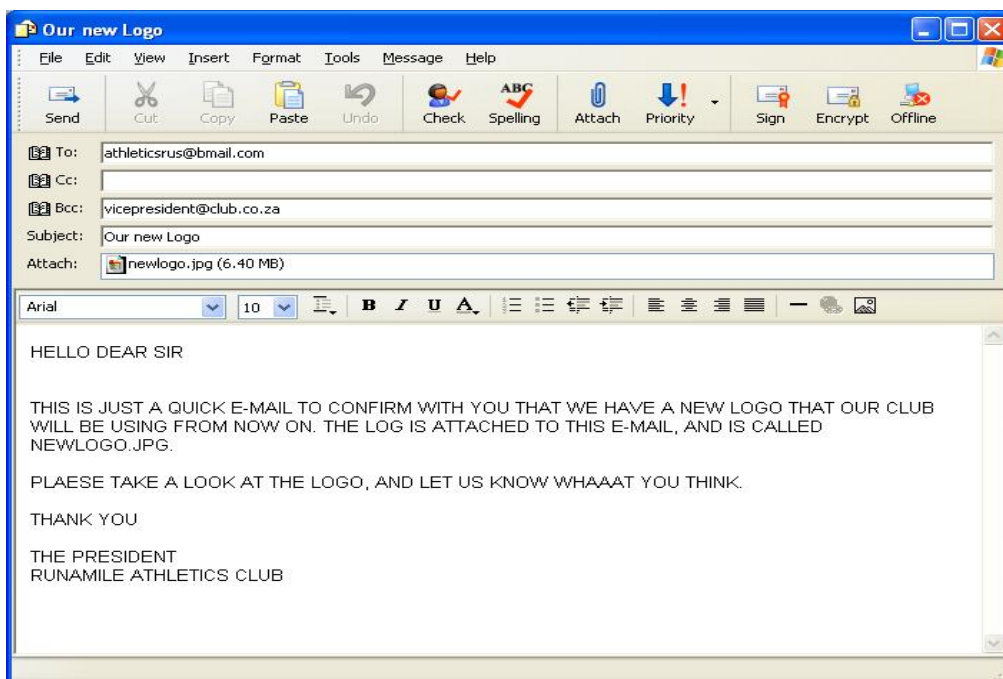
- 4.1 Explain what open source software is. (2)
- 4.2 They have downloaded open source software from the Internet. Is this legal? Motivate your answer. (2)
- 4.3 Give an example of an open source operating system. (1)
- 4.4 Some of the software that they downloaded was shareware. What is shareware? (2)
- 4.5 One of the members of the club has offered to make copies of the management software that he has in his possession. This is illegal. What is this type of computer crime called? (1)
- 4.6 While installing the software, Mr Spies noticed the abbreviation EULA. What does this stand for? (1)
- 4.7 What type of license agreement is needed to run the software on both computers of the club? (1)
- 4.8 The secretary decides to buy a program to help her to be more creative when designing programs for athletics meetings and newsletters for the club. You warn her to consider the hardware and software requirements before buying the program.
- Give ONE example of a typical hardware requirement and ONE example of a typical software requirement when buying software. (2)
- 4.9 The club has received a programme for an athletics meeting which is in PDF format.
- 4.9.1 Give TWO reasons why one would make use of a PDF format for a file. (2)
- 4.9.2 What program is required to read PDF files? (1)
- 4.10 Ms Runaway tried to delete a program that has not been used in a long while by pressing the delete key. She could not understand why the program was not deleted. Explain to her why the program was not deleted correctly and how she should have gone about this task. (2)
- 4.11 The secretary read an article in a computer magazine about *Green Computing*. You explained to her that it is all about computer users' responsibility towards our environment.
- Name THREE ways in which computer users can contribute towards protecting our environment. (3)

- 4.12 The club records have been kept manually. You suggest that they use the database program for this purpose.
- 4.12.1 Explain to them the advantages of using a database program when keeping records. (2)
- 4.12.2 How can the secretary make sure that she does not enter the same record more than once? Briefly explain your answer. (2)
- 4.12.3 An input mask can tremendously assist the data capturers. State TWO advantages of using an input mask. (2)
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QUESTION 5

Communication via the Internet and e-mail has become more widely used recently. Therefore the club has decided to use the Internet for communication purposes.

- 5.1 While investigating the best possible Internet connection a few terms have popped up that Mr Spies does not understand. Briefly explain to him what each of the following terms mean:
- 5.1.1 Modem (2)
- 5.1.2 Encryption (2)
- 5.1.3 Broadband (2)
- 5.2 One of the options that Mr Spies has investigated was an ADSL line.
- 5.2.1 An ADSL line is a dedicated line. What does this mean? (1)
- 5.2.2 Name two advantages of an ADSL line over a dial-up line. (2)
- 5.3 The chairman of the Runamile Athletics Club sent the following e-mail regarding their logo. Answer the questions concerning e-mails based on the e-mail below:



- 5.3.1 Identify THREE netiquette guidelines that were ignored in the e-mail. (3)
- 5.3.2 Ms Runnaway asked you to explain what the difference between Cc and Bcc is. (2)
- 5.3.3 Name TWO advantages of e-mail as opposed to normal mail. (2)
- 5.4 There are also disadvantages related to the use of e-mail, such as viruses, hoaxes or spyware.
- 5.4.1 Mr Spies thinks that he has contracted a virus. Name TWO signs that he can look out for to confirm his suspicion. (2)
- 5.4.2 Mr Spies explains that the only symptom his computer has, are small windows that appear on his screen while browsing the Internet. Is this a virus? Motivate your answer. (2)
- 5.5 The club is aware of the advantages of Internet banking, but are sceptical as to the security or safety of online banking.
- 5.5.1 Name TWO ways in which they can make sure that their transactions are safe. (2)
- 5.5.2 When subscribing to Internet banking, the treasurer was warned about phishing. Explain to him what is meant by the term phishing. (2)
- 5.6 Ms Runnaway regularly visits the same web pages. She has heard about a shortcut that one can use instead of typing in the web address every time. Explain to her how you would make use of shortcuts in this situation. (2)
- 5.7 While browsing on the Internet, Mr Spies saw words that were underlined in blue and thought that he had done something wrong. Explain to him what these are. (2)
- 5.8 Which one of the following websites does not logically belong with the others? Bidor Buy Amazon Yahoo Kalahari.net. Motivate your answer. (2)

QUESTION 6

The Runamile Athletics club decided to create a network connection to streamline their administration even more.

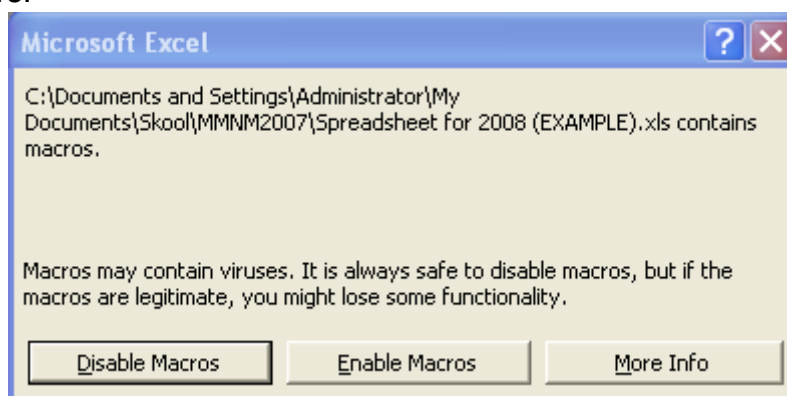
- 6.1 Name THREE advantages of installing a network instead of stand alone computers. (3)
- 6.2 Give ONE advantage and ONE disadvantage of installing a wireless network. (2)
- 6.3 Mr Spies was worried about the secure network access, so he consulted an expert who told him about installing a firewall. What is a firewall? (2)
- 6.4 While installing the network the technician mentioned the term WAN.
- 6.4.1 What does the abbreviation WAN stand for? (1)
- 6.4.2 Briefly explain what a WAN is. (2)
- 6.5 Name TWO advantages of using fibre optic cabling. (2)
- 6.6 Computer technology has revolutionised how we communicate. The club often communicates with other clubs around the world, thus their telephone costs were very high. A member suggested the use of VoIP as it is much cheaper than a normal telephone call.
- 6.6.1 What is VoIP? (2)
- 6.6.2 Give the name of one commonly used VoIP program. (1)
- 6.6.3 Will the club benefit from VoIP when phoning cellphone numbers? Motivate your answer. (2)
- 6.6.4 The chairpersons of clubs around the world will be holding a video conference regarding points awarded at athletics meetings.
- Name TWO hardware devices that Mr Spies will have to attach to his computer in order to take part in the video conference. (2)
- 6.7 The club soon realised that they battled to communicate with clubs in impoverished communities because they do not have access to new technology. They decided to do something to bridge the digital divide that existed between clubs in the more fortunate communities and the clubs with no such facilities.
- 6.7.1 Describe the term **digital divide**. (2)
- 6.7.2 Give THREE ways in which the digital divide can be reduced. (3)

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QUESTION 7

You have been out of town for two weeks on a coaching course. When you returned to the office, Ms Runaway told you that she has come across some problems when using the programs. Answer the following questions to help her.

- 7.1 While editing a report typed by Mr Spies, the secretary wanted to insert a sentence that was omitted. While inserting the sentence, the existing text started to disappear.
- 7.1.1 Why did this happen? (1)
- 7.1.2 How can the problem be solved? (1)
- 7.2 Ms Runaway added a Table of Contents to the report she edited for Mr Spies, but one of the headings does not appear in the Table of Contents. Explain to her how to rectify this problem. (2)
- 7.3 The secretary created a report in a word processing document. She copied a graph from a spreadsheet tracking the monthly expenses of the club into the report. She complains that every time she updates the spreadsheet, she needs to re-copy the 'new graph' back into the report. Briefly explain the solution to this problem and how it works. (2)
- 7.4 After entering a formula, the secretary received an error message regarding a *circular cell reference*.
- 7.4.1 What does this error message indicate? (2)
- 7.4.2 How would you solve this problem? (2)
- 7.5 When opening a Microsoft Excel spreadsheet, the following error message appears:



- 7.5.1 What is a macro? (2)
- 7.5.2 Would you recommend clicking on the "Enable Macros" button? Briefly motivate your answer. (2)

7.6 While installing the computers at the club, the following error message appeared when booting up the computer. “*Non-system disk*”. Give TWO possible reasons for this error message. (2)

7.7 While entering data into a table, the secretary receives the following error message when adding a number:

Data type mismatch

7.7.1 What could be the reason for this? (2)

7.7.2 How can this problem be corrected? (2)

7.8 While typing a letter for the club, Microsoft Word has stopped responding. How would you exit the program? (2)
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GRAND TOTAL: 150