



Province of the
EASTERN CAPE
 EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET 23

SUBJECT	COMPUTER APPLICATIONS TECHNOLOGY	GRADE	12	DATE	06/05/20
TOPIC	System Software: Troubleshooting your computer			TERM 3 CONTENT	✓
TIME ALLOCATION	20 Minutes	<u>TIPS TO KEEP HEALTHY</u>			
INSTRUCTIONS	<ol style="list-style-type: none"> This is a Theory Worksheet: You will need a book to write your answers in and something to write with. Answer the following questions in your workbook. WHERE TO FIND THE ANSWERS: <ul style="list-style-type: none"> You may use your CAT textbook to find the answers or alternatively, you can use the free downloadable CAT textbook provided by the Department of Basic Education. (Chapter 6 page 148) See the link below to download this book. <p>THEORY COMPUTER APPLICATIONS TECHNOLOGY: https://drive.google.com/drive/folders/17mOqPgJ1vHiwcErERV10jnEQgd6xpyj-?usp=sharing With thanks to the Department of Basic Education and the sponsorship of MTN this digital book and exercises are utilized by our CAT Grade 12 learners</p>	<ol style="list-style-type: none"> WASH YOUR HANDS thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%. PRACTICE SOCIAL DISTANCING – keep a distance of 1m away from other people. PRACTISE GOOD RESPIRATORY HYGIENE: cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use. TRY NOT TO TOUCH YOUR FACE. The virus can be transferred from your hands to your nose, mouth and eyes. It can then enter your body and make you sick. STAY AT HOME. 			

1. Choose a term or concept from Column B that matches the description in Column A. Write only the letter next to the question number.

COLUMN A	COLUMN B
1.1 System utilities that come standard with an operating system that helps to find computer-related problems	A. Fragmentation
1.2 Occurs due to files being constantly written, deleted and resized, and can lead to several problems	B. Disk Clean-up
1.3 The tool that identifies different types of files that can be deleted without affecting the user	C. Troubleshooting

2. Answer the following questions:
- Explain the process of fragmentation and defragmentation.
 - Explain how a troubleshooting wizard works.