Province of the
**EASTERN CAPE**
EDUCATION

## NATIONAL SENIOR CERTIFICATE

### GRADE 11

## NOVEMBER 2012

## COMPUTER APPLICATIONS TECHNOLOGY P2

**MARKS:**     150

**TIME:**     3 hours

This question paper consists of 11 pages.

**INSTRUCTIONS AND INFORMATION**

1.  This question paper consists of SECTION A and SECTION B.

2.  Answer ALL the questions.

3.  Read ALL the questions carefully.

4.  Start EACH question on a NEW page.

5.  Number the answers correctly according to the numbering system used in this question paper.

6.  Write neatly and legibly.

**SECTION A**

**QUESTION 1**

Various options have been provided as possible answers to the following questions.  Choose the most appropriate 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 E.

1.1     Which ONE of the following is NOT a wireless connection?

     A        Firewire
     B        Bluetooth
     C        WiFi
     D        Infrared                                                                  (1)

1.2     Which ONE of the following is NOT a storage device?

     A        Hard drive
     B        Memory card
     C        CPU
     D        Flash drive                                                               (1)

1.3     Which ONE of the following is NOT directly associated with e-mail?

     A        Bcc
     B        Address book
     C        Mail merge
     D        Attachment                                                              (1)

1.4     A website address is also known as which ONE of the following?

     A        http
     B        www
     C        html
     D        URL                                                                       (1)

1.5     Which ONE of the following is NOT an example of an operating system?

     A        Android
     B        Pastel
     C        Linux
     D        Palm OS                                                                  (1)

1.6     A file extension used to identify a document that cannot be edited.

     A        PDF
     B        EXE
     C        ZIP
     D        BAT                                                                        (1)

1.7    A shortcut key to refresh a webpage:

       A       F1
       B       F5
       C       F4
       D       F8                                                          (1)

1.8    Which ONE of the following does NOT logically belong with the others?

       A       Plotter
       B       Data projector
       C       Stylus
       D       Speakers                                                    (1)

1.9    Which component of a database has been specifically designed to be
       printed?

       A       Table
       B       Query
       C       Form
       D       Report                                                     (1)

1.10   Which ONE of the following is NOT directly associated with spreadsheets?

       A       Cell
       B       Input mask
       C       Worksheet
       D       Absolute cell references                                   (1)
                                                                          **[10]**

## QUESTION 2

Choose a term/concept from COLUMN B that best matches the description in COLUMN A.  Write only the letter of your choice (A – O) next to the question number in your ANSWER BOOK, for example: 2.11 P

| | COLUMN A | | COLUMN B |
|---|---|---|---|
| 2.1 | A file format associated with sound files | A | USB |
| 2.2 | A battery-powered, portable reading device displaying text on a non-reflective screen. | B | Defragmentation |
| 2.3 | Small text file created by websites on your computer | C | Clipboard |
| 2.4 | An interactive dialogue that helps you to complete a task by asking certain questions. | D | Wizards |
| 2.5 | A port that is plug-and-play and to which most modern printers are connected to. | E | BIOS |
| 2.6 | A series of stripes indicating a unique identifying number. | F | Password |
| 2.7 | A type of wireless connection | G | MP3 |
| 2.8 | A secret combination of characters associated with a username. | H | Bluetooth |
| 2.9 | Process of checking power supply to hardware devices at start-up. | I | POST |
| 2.10 | Temporary location for information that you wish to paste into another program. | J | Secondary |
| | | K | Cookie |
| | | L | FAQ |
| | | M | e-book reader |
| | | N | Barcode |
| | | O | ISP |

**[10]**

**TOTAL SECTION A:   20**

## SECTION B

Read the scenario below carefully, as the questions that follow are based on it.

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**SCENARIO**

Your neighbour Richie is starting his own travel agency. He would like to handle all of the administration of the agency electronically on computers. He has asked you to help him with some technical advice. He has already bought five computers and installed them in the offices. The computers are also already connected in a network.

He would like you to help him streamline the administration by showing him how to use the computers, the network and the Internet. Your computer experience will be of great use to successfully get his business off the ground.

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## QUESTION 3

Richie would like to buy a laptop for himself. Help him make sense of the specifications the IT technician has sent him:

> **LAPTOP**
>
> - Intel dual core i5 3.1Ghz
> - 4 GB RAM
> - 640GB Hard drive
> - Dual layer DVD writer
> - Windows 7 Home Premium 64 bit
> - 15.6" LCD monitor
> - 8-in-1 memory card reader
> - Integrated WLAN and graphics
> - 1 year on-site warranty

3.1     Richie likes to travel and would thus need to buy the above laptop to use while he is away from his office.

Name TWO reasons why a laptop is a better option than a desktop computer in this situation. (2)

3.2     Richie should also keep in mind the disadvantages of using a laptop.

List TWO possible disadvantages of buying and using a laptop. (2)

3.3     The laptop in the advertisement is listed as having a *dual core CPU*.

Explain the term *dual core CPU*. (2)

3.4     Explain what the 15.6" specification in the advert means and how Richie can check whether it is correct. (2)

3.5     The computer is preloaded with a Microsoft Windows operating system. What is the main difference between the Microsoft Windows and a Linux operating system such as Ubuntu? (1)

3.6     Richie needs to buy a new inkjet printer. Explain to him how he would measure each of the following with regards to the printer:

    3.6.1     The speed of the printer                                                                    (1)

    3.6.2     The quality of a printout                                                                  (1)

3.7     Richie would like to make use of refilled printer cartridges.

    3.7.1     Name TWO possible disadvantages of using refilled cartridges to print posters for the business.                                        (2)

    3.7.2     Name TWO benefits of using refilled cartridges.                        (2)

3.8     Richie is very excited to see an *integrated graphics card* listed on the laptop specifications.

    Name ONE advantage of having a graphics card present in the laptop.      (1)

3.9     The laptop contains an *8-in-1 card reader*.

    What is the purpose of having a card reader?                                          (1)

3.10    Richie has few problems with one of the computers. It seems to be running slower than usual.

    3.10.1    A friend suggested to Richie that he could improve the performance of this computer by running the *defragment* utility daily to gain more disk space.

            Critically comment on this advice by defining the term defragmentation.                                                                     (3)

    3.10.2    Should he defragment DVDs and CDs? Motivate your answer.      (2)

    3.10.3    The hard disk on his computer is becoming very full.

            List THREE ways in which Richie could free up hard disk space.      (3)

3.11    Richie would like to use his smartphone for more than just making calls.

    3.11.1    State TWO advantages of sending data such as photos using Bluetooth instead of infrared.                                           (2)

    3.11.2    List TWO features that would normally be available on a smartphone.                                                                      (2)

    3.11.3    Name an example of an operating system used on a smartphone.      (1)

    3.11.4    A smartphone is a combination of which two devices?                (2)

3.12    You have asked Richie to get rid of all his e-scrap.

    What does the term e-scrap or e-rubbish mean?                                        (2)

**[34]**

**QUESTION 4**

4.1     The laptop Richie would like to buy has an integrated WLAN adapter.

    4.1.1     What is the difference between a LAN and a WLAN?          (1)

    4.1.2     Give ONE advantage of a WLAN.          (1)

    4.1.3     What is the significance of the adapter being integrated?          (1)

4.2     Richie has connected all his computers in a network.

    Name TWO advantages of connecting the computers in the office to a
    network.          (2)

4.3     Seeing as all the computers are connected in a network, Richie is very
    worried about computer viruses spreading to all the computers.

    4.3.1     Explain clearly what a computer virus is.          (2)

    4.3.2     Name TWO ways in which a virus can enter the network.          (2)

    4.3.3     Explain to Richie what the terms *update* and *virus definitions* mean
          when referring to an anti-virus application.          (2)

4.4     While reading through one of your computer magazines, Richie sees an
    article regarding computer crimes. The article specifically discusses *identity*
    and *data theft.*

    4.4.1     Explain the difference between *identity* and *data theft.*          (2)

    4.4.2     Briefly describe ONE way each of prohibiting the above computer
          crimes from happening to Richie.          (2)

4.5     Richie would like to copy and paste some images from the Internet to use in
    their brochures. You explain to him that this may amount to copyright
    infringement.

    4.5.1     Explain the difference between *plagiarism* and *copyright
          infringement.*          (2)

    4.5.2     Name ONE advantage for an author or owner of copyrighting
          material.          (1)

    4.5.3     What should Richie do to be allowed to use images from the
          Internet in his brochures?          (2)

4.6     One of Richie's friends has warned him about *RSI* since Richie is spending a
    lot of time working on a computer.

    4.6.1     What is *RSI*? (Do NOT just write out the abbreviation!)          (2)

    4.6.2     Briefly discuss TWO ways of preventing *RSI* from occurring.          (2)

                                                   **[24]**

**QUESTION 5**

5.1    You suggest to Richie that he does his banking over the Internet.

    5.1.1    Name TWO advantages of Internet banking.    (2)

    5.1.2    List TWO ways in which a bank protects a client when banking online.    (2)

5.2    Richie has recently read an article regarding the dangers of *phishing.*

    5.2.1    Explain what is meant by the term *phishing.*    (2)

    5.2.2    Discuss TWO ways in which you can make sure that you do not become a victim of *phishing.*    (2)

5.3    Richie needs to send short messages to his customers in a short space of time.

    Name TWO ways Richie can send his message using modern communication technology.    (2)

5.4    Richie received the following e-mail message:

| 📖 To…  | pat@xmail.co.za |
|---------|-----------------|
| 📖 Cc…  | bart@dmail.com  |
| 📖 Bcc… |  |
| Subject: |  |
| Attach: | 📄 best_travel_agency.flv (16 MB) |
| HI <br><br> PLEASE FIND THE ATTACHED VIDIO. <br><br> BEST WICHES <br> GRANT | |

    5.4.1    Identify TWO netiquette guidelines which have been ignored.    (2)

    5.4.2    Explain what difference it would make if the address under the Cc field were moved to the Bcc field.    (2)

5.5    What would the following icons signify in an e-mail application?

    5.5.1        (1)

    5.5.2        (1)

5.6    Richie will need to connect to the Internet while he is traveling through the country.  You recommend he uses a 3G connection for this.

    5.6.1    What is the difference between 3G and Wi-Fi?    (2)

    5.6.2    Name TWO disadvantages of using 3G.    (2)

5.7    Motivate the reasoning behind the need for a *firewall* by referring to its
       function.                                                                    (2)

5.8    Give TWO possible reasons why a firewall might reject an email attachment.   (2)

5.9    You advise Richie to convert his attachments to PDF where possible before
       sending via e-mail.

       Name TWO advantages of using the PDF format for attachments.                (2)
                                                                                   **[26]**

## QUESTION 6

6.1    Richard needs to invest in new software for his computers. One option is to
       borrow the software from a friend and install it on his computers.

       6.1.1    You explain to him that this is illegal. What type of computer crime
                is this?                                                           (1)

       6.1.2    You recommend he rather use open source software.

                Name TWO features that distinguish open source software from
                proprietary software.                                             (2)

       6.1.3    Name TWO types of license agreements that Richie can use on his
                network at his business and explain the implication of each.      (4)

6.2    Richie requires an office suite to be installed on his computers.

       6.2.1    What does the term office suite mean?                             (2)

       6.2.2    Name TWO advantages of installing an office suite instead of
                separate applications.                                            (2)

6.3    List TWO reasons why preventing or even detecting computer crime is
       difficult.                                                                 (2)

6.4    Richie has a printed manual that he would like to have as a document on his
       computer. You explain to him that he can use an OCR application.

       Explain to him what an OCR program is by referring to its function.        (2)

6.5    Richie has seen some software on the Internet that he wants to download.
       Before he does this, explain to him what each of the following types of
       software imply:

       6.5.1    Shareware                                                         (2)

       6.5.2    Malware                                                           (2)

       6.5.3    Adware                                                            (2)
                                                                                 **[21]**

**QUESTION 7**

7.1     Richie needs to create a business plan on a word processing application for his bank.

     7.1.1     Name TWO steps you need to take before inserting a successful automatic table of contents.     (2)

     7.1.2     Briefly describe what is meant by text wrapping.     (1)

     7.1.3     Give TWO reasons why it is good practice to always use "*Print Preview*" before you actually print a document.     (2)

     7.1.4     Richie would like to use key words within the heading of his document to move to a specific area within his business plan.

             Which TWO items must he create in a word processing document to achieve this?     (2)

     7.1.5     Briefly explain how you can prevent anyone else from altering information in your document.     (1)

7.2     Richie would like to know more about spreadsheets and databases before he purchases the software.

     7.2.1     Name TWO advantages when using spreadsheets instead of databases to store data.     (2)

     7.2.2     Name TWO objects found in a database such as a table and explain when you would use each of these objects.     (4)

7.3     Richie has the following error messages on a spreadsheet. Explain to him what each of the error messages mean.

     7.3.1     ######     (1)

     7.3.2     #REF!     (1)

     7.3.3     #VALUE     (1)

     7.3.4     #NAME?     (1)

7.4     Study the database table used to store information about Richie's customers.

| Guest | Name of complex | Contact Number |
|-------|-----------------|----------------|
| BOTHA A | HAYDE PARK | 825648695 |
| DE WET H | HAYDE PARK | 725698452 |

     7.4.1     Why does the zero in front of the contact number disappear when Richie adds the number?     (1)

     7.4.2     Outline a possible solution to previous question.     (1)

     7.4.3     Name TWO possible problems that may occur because of the fact that the client surname and initials are in the same field.     (2)

     7.4.4     Name ONE reason for using a form to capture data instead of allowing a user to enter data directly into a database table.     (1)

     7.4.5     Explain to Richie what the difference is between a field and a record in database.     (2)

     **[25]**

**TOTAL SECTION B:     130**

**GRAND TOTAL:     150**