2010
HIGHER SCHOOL CERTIFICATE
EXAMINATION

Information Technology

General Instructions
- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 13, 15 and 17

Total marks – 80

(**Section I**) Pages 2–6

15 marks
- Attempt Questions 1–15
- Allow about 20 minutes for this section

(**Section II**) Pages 9–17

35 marks
- Attempt Questions 16–19
- Allow about 50 minutes for this section

(**Section III**) Page 19

15 marks
- Attempt Question 20
- Allow about 25 minutes for this section

(**Section IV**) Page 20

15 marks
- Attempt Question 21
- Allow about 25 minutes for this section
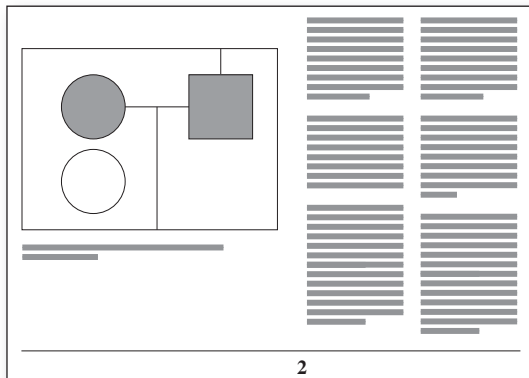
Section I

15 marks
Attempt Questions 1–15
Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–15.

1   The page shown was printed on A4 paper.

Which option would have been selected to achieve this orientation?

(A)   Portrait

(B)   Landscape

(C)   Normal view

(D)   Layout view

2   A logo is to be added to the top of every page of a large document.

Which option should be selected to best achieve this?

(A)   Toolbar

(B)   Section break

(C)   Header/footer

(D)   Format painter

3   An IT supply company wants to produce graphs from some questions in a customer satisfaction survey.

Which question type would be most suitable for the production of these graphs?

(A)   Active

(B)   Closed

(C)   Open

(D)   Reflective

4   The most effective way to create and print individualised envelope labels is to use

(A)   a template.

(B)   a form wizard.

(C)   a mail merge wizard.

(D)   copy and paste special.

5   A company wants to standardise the appearance of the following items in all its documents:

- problem words
- acronyms
- bullets and numbering
- captions on figures and tables.

Which method would be most effective?

(A)   Template

(B)   User guide

(C)   Style guide

(D)   Format painter

6   A new laptop has been produced that weighs less, is smaller and uses less power than previous models.

Which of the following technologies has been used to achieve this?

(A)   USB mouse

(B)   Faster RAM

(C)   Blue ray drive

(D)   Solid state hard drive

7 A virus type that is capable of transferring from one computer to another without user interaction is known as a

  (A) worm.

  (B) trojan.

  (C) logic bomb.

  (D) boot sector.

8 A confidential file needs to be deleted from a workstation.

  Which is the most effective way to achieve this?

  (A) Rename the file.

  (B) Compress the file and back up to tape.

  (C) Copy and paste the file to another location.

  (D) Drag the file into the recycle bin and empty the bin.

9 The following file has been saved using a company's naming standard.

  user_guide 16-12-09 V215

  What has been incorporated in this file name?

  (A) A template

  (B) An audit trail

  (C) Version control

  (D) A print standard

10 Which option is an example of online user documentation?

  (A) Wall chart

  (B) Screen prompt

  (C) Keyboard overlay

  (D) Quick reference card

11   What is the primary function of a surge protector?

(A)   To minimise high voltage spikes

(B)   To supply power during a blackout

(C)   To prevent power overload to a computer

(D)   To shut down the fileserver in a brownout

12   The image shows a person sitting at a computer workstation. There are a number of problems causing the person discomfort.

They have complained of eye strain and pain in the wrist and fingers.

Some solutions to the problems have been suggested.

1	Add a backrest to the chair
2	Supply a footrest
3	Reposition light
4	Lower workstation table
5	Raise the chair height
6	Place keyboard on user's lap

Which TWO solutions would best reduce the person's problems?

(A)   1 and 6

(B)   3 and 4

(C)   4 and 5

(D)   2 and 3

13 A computer monitor displays a 'virtual memory low' warning.

The most probable cause for this warning would be insufficient

(A) ROM.

(B) CPU speed.

(C) user permissions.

(D) space on the hard disk.

14 The transfer of data within a computer is carried out by

(A) RAM.

(B) system buses.

(C) cache memory.

(D) crystal oscillators.

15 A company has a large number of computers, varying in type and age.

What would be the most cost-effective commercial licensing option for this company?

(A) Site

(B) Server

(C) Shareware

(D) Single-user

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Information Technology

Centre Number

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Section II

35 marks
Attempt Questions 16–19
Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Please turn over

Question 16 (10 marks)

The spreadsheet extract is used to calculate wages for Jo's Computing Supplies company.

	A	B	C
1	Jo's Computing Supplies – Wages Sheet		
2			
3	Employee	Hours worked	Wage
4	J. Lee	10	=B4*B10
5	B. Su	20	
6	A. Jones	30	
7			
8	Total hours	=Sum(B4:B6)	=Sum(C4:C6)
9			
10	Hourly Rate	$4.60	
11			

(a) The value of hours worked for J. Lee is increased from '10' to '15'. **3**

Identify, using cell references, other cells in which values will change as a result of this increase.

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(b) The formula in cell C4 is copied into cell C6. **2**

Write the formula that would now appear in cell C6.

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Question 16 (continued)

(c) Jo uses a word processor to write a report on the wages paid to the employees. **2**

Describe the processes required to create and incorporate a graph into the report.

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(d) Jo wants to save a copy of the wages spreadsheet file in a comma separated values (CSV) file format.

   (i)   What needs to be done to achieve this? **1**

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   (ii) What are the benefits of a CSV version of the spreadsheet? **2**

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End of Question 16

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Centre Number

Student Number

Section II (continued)

Question 17 (7 marks)

The State Manager of an organisation wants to notify all staff that a new OHS policy is to be implemented immediately. The incomplete header for this memo is shown.

MEGA TRONIC PTY LTD

MEMO

To: All staff

From: State Manager

Date: 23/10/2010

(a)   Identify an essential detail that is missing from the memo header and explain why this detail is essential.

2

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3262   – 13 –

Question 17 (continued)

(b) Why would a manager choose to use a memo rather than face-to-face   **2**
     communication?

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(c) The State Manager wants all staff to have a copy of the OHS policy.   **3**

     What are the advantages of using email rather than fax to achieve this?

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End of Question 17

Section II (continued)

Question 18 (10 marks)

As part of regular maintenance schedules, all keyboards in an organisation are to be cleaned.

(a) List THREE materials/items that may be required to carry out this cleaning process.

    (i) **1**

    (ii) **1**

    (iii) **1**

(b) Identify ONE procedure to be undertaken before and ONE procedure to be undertaken after carrying out this task. Give a reason for each of these procedures. **4**

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Question 18 (continued)

(c)   What are some of the advantages to the company of carrying out scheduled
      maintenance?

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End of Question 18

– 16 –

Question 19 (8 marks)

(a)   List TWO maintenance procedures, other than defragmentation, that may be
       undertaken on a hard disk drive.

        (i) **1**

        (ii) **1**

(b)   Describe the basic operations of a defragmentation utility.   **2**

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(c)   What are TWO reasons that manufacturers have for providing updates to their   **2**
       software?

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(d)   What are the possible consequences of not regularly installing updates?   **2**

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Information Technology

Section III

15 marks
Attempt Question 20
Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

In your answer you will be assessed on how well you:
- demonstrate knowledge and understanding relevant to the question
- communicate ideas and information using relevant workplace examples and industry terminology
- present a logical and cohesive response

Question 20 (15 marks)

A client requires you to upgrade an existing computer system's software and hardware.   **15**

Write a report to the client outlining the procedures for each of the following:

- upgrading RAM

- installing a new printer

- running diagnostic procedures to evaluate the upgrade

- updating service logs and equipment inventories.

Please turn over

Section IV

15 marks
Attempt Question 21
Allow about 25 minutes for this section

Answer the question in a SEPARATE writing booklet. Extra writing booklets are available.

Question 21 (15 marks)

A 5-year-old laptop with a recently formatted hard drive needs to have an operating system installed.

(a)   What is an essential function of an operating system?   **2**

(b)   Describe TWO factors about the laptop's hardware that would influence the choice of an operating system.   **4**

(c)   A decision has been made to undertake a FULL installation of the operating system software.   **9**

What are the consequences of this decision for the laptop and its users? In your answer consider other more suitable installation options.

End of paper