



B O A R D O F S T U D I E S
NEW SOUTH WALES

2010 HSC Information Technology Sample Answers

This document contains ‘sample answers’, or, in the case of some questions, ‘answers could include’. These are developed by the examination committee for two purposes. The committee does this:

- (a) as part of the development of the examination paper to ensure the questions will effectively assess students’ knowledge and skills, and
- (b) in order to provide some advice to the Supervisor of Marking about the nature and scope of the responses expected of students.

The ‘sample answers’ or similar advice are not intended to be exemplary or even complete answers or responses. As they are part of the examination committee’s ‘working document’, they may contain typographical errors, omissions, or only some of the possible correct answers.

Section II

Question 16 (a)

Sample answer:

C4, B8, C8

Question 16 (b)

Sample answer:

=B6*\$B\$10

Question 16 (c)

Sample answer:

Selects the appropriate range of data and creates a graph, which is then copied and pasted into the word-processed report.

Question 16 (d) (i)

Sample answer:

Use the 'Save As' feature and choose the CSV file format option.

Question 16 (d) (ii)

Sample answer:

Retains basic structure so as to import into other packages eg database.

Question 17 (a)

Sample answer:

Subject: New OHS policy because staff need to know what the issue is

Question 17 (b)

Sample answer:

There is a physical version of the message and it would be much quicker.

Question 17 (c)

Sample answer:

It saves paper because it is in electronic format. It is also easily stored and searched. All staff can get a copy.

Question 18 (a)***Sample answer:***

Vacuum cleaner, dusting cloth, cleaning fluid, brush, etc.

Question 18 (b)***Sample answer:***

BEFORE

- Remove keyboard from computer
- Arrange cleaning equipment

AFTER

- Replace keyboard and power on machine
- Test keys while keyboard is on

Question 18 (c)***Sample answer:***

- All systems will run for a longer period of time without fault.
- Staff will not be frustrated by faulty equipment.
- The cost of repairs and replacements will be limited.

Question 19 (a)***Sample answer:***

- check disk, virus scan, backup

Question 19 (b)***Answers could include:***

- Identifies fragmented blocks of data and recognises the free space to place file data in contiguous spaces
- Puts all the files back together

Question 19 (c)***Answers could include:***

- Improve compatibility
- Fix bugs
- Security fixes

Question 19 (d)***Answers could include:***

- Hardware and software may not perform satisfactorily or at all
- Opens system up to virus and unauthorised access

Section III**Question 20*****Answers could include:***

Upgrading RAM:

- Identify existing RAM specifications
- Establish max RAM capacity/speed/slots/pairing/type etc
- Remove existing RAM with respect to safe practice
- Insert RAM in appropriate fashion (safe practice)
- Test RAM via utility software.

Installing a new printer:

- Printer needs to be unpacked and contents checked against packing list.
- All appropriate measures are taken to ensure the printer is ready to use, including removal of packaging items, connection to an appropriate power source, installation of cartridge/s, inserting of paper, test printing, and connection to computer, using suitable cable and available ports.
- Installing printer software onto the computer using supplied software media. This requires selecting appropriate options to meet client needs and carrying out appropriate print configuration utilities.

Section IV

Question 21 (a)

Answers could include:

Manage hardware, manage file access and storage, and provide security.

Question 21 (b)

Answers could include:

If the RAM is not able to be increased then this could limit the selection of the operating system and the CPU might not have enough power to run some operating systems.

Question 21 (c)

Answers could include:

- A full installation could consume more of the hard drive space than is desired, not allowing for installation of application software.
- The laptop may run a lot slower therefore creating frustration for the user.
- User could choose a CUSTOM install which would allow them to reject the installation components they don't need.
- Frees up space on the hard drive for application software.