abe

IT Applications and Skills

Friday 9 December 2016, Afternoon

1.   **Time allowed: 3 hours.**

2.   **Answer all questions.**

3.   **Questions do not carry equal marks. Marks for subdivisions of questions are shown in brackets.**

4.   **No books, dictionaries, notes or any other written materials are allowed in this examination.**

5.   **Calculators, including scientific calculators, are allowed provided they are not programmable and cannot store or recall information. All other electronic devices, including mobile phones, are not permitted.**

6.   **Candidates who break ABE Examination Regulations will be disqualified from the examinations.**

7.   **Question papers must not be removed from the examination room.**

Q1 **(a)** In order to look professional, word processed business documents should contain no errors in content or presentation. Describe three features that are available in modern word processing systems to minimise errors. **(5 marks)**

(b) Give four examples of print settings that can be changed when printing a word processed document. For each setting, give an example of when it would be appropriate to be used. **(8 marks)**

(c) Describe how to create a macro in a word processing program. In your answer state which program your description relates to. **(7 marks)**
(Total 20 marks)

Q2 **(a)** For a spreadsheet program you are familiar with, describe how you would save a copy of a currently open spreadsheet with a different name. In your answer state the name of the spreadsheet program your answer is referring to. **(4 marks)**

(b) The part of a spreadsheet below is about internet usage in Botswana. Please refer to it when answering the questions below:

	A	B	C	D	E	F	G
1	**Botswana Internet Data** (extracted from data downloaded from http://data.worldbank.org/country/botswana)						
2							
3				Year			Increase
4	Data	2009	2010	2011	2012	2013	over period
5	Internet users (per 100 people)	6.15	6	8	11.5	15	8.85
6	Fixed broadband Internet subscribers	10000	11978	15707	18838	21590	11590
7	Fixed broadband Internet subscribers (per 100 people)	0.51237	0.60822	0.79061	0.94006	1.06821	0.555837026
8	Calculated population (from above 2 statistics)	1951715	1969341	1986701	2003910	2021144	69429

    (i) For rows 5 to 8 of the spreadsheet, the Increase over period is the difference between the 2009 value and the 2013 value.
Give a formula to input into cell G5 to perform this calculation. **(2 marks)**

    (ii) Describe how to duplicate the formula entered in G5 to cells G6, G7 and G8. **(3 marks)**

    (iii) The year data in row 6 displays the total number of people in Botswana that had a broadband internet connection in the specified year. In row 7 the year data displays the number of people per 100 in the whole population that had a broadband internet connection in the specified year. The data in rows 6 and 7 is used to calculate the population, displayed in row 8.
State an efficient formula input into cell B8 to calculate the population using the data from cells B6 and B7. **(4 marks)**

    (iv) Describe the different kinds of number formatting that should be applied to the numerical data in the above spreadsheet to make it look more professional and easier to understand. **(4 marks)**

    (v) Describe what the spreadsheet print preview command does and the benefits of using it. **(3 marks)**
(Total 20 marks)

Q3 **(a)** **(i)** State the name and version of a database management system you are familiar with.

(2 marks)

(ii) With a database file **already loaded**, in the database management system you have stated above, describe how to input and save new data records. **(4 marks)**

(iii) With a database file **already loaded**, in the database management system you have stated above, describe how to preview data records and modify settings to ensure that when printed they will appear on paper as required. **(6 marks)**

(b) The use of database forms can make data input easier, faster and reduce user data input errors. Describe or draw an annotated sketch of features that can be incorporated into a form's design to make it easy to use and reduce user input errors. **(4 marks)**

(c) Reports are usually designed to provide summary information from a database either to be printed out or viewed on screen. Describe or draw an annotated sketch of features that a report designed for printing should incorporate to make it easily understandable. **(4 marks)**

(Total 20 marks)

Q4 **(a)** Describe how to access an e-mail account and read e-mail messages. In your description state what e-mail software your answer is describing. **(4 marks)**

(b) Describe in detail how to reply to an e-mail message, including adding an attachment and copying another person in on your reply. In your description state what e-mail software your answer is describing. **(8 marks)**

(c) Explain what the letters in the e-mail term Bcc stand for and what the Bcc field is used for. Support your answer with a suitable business example. **(4 marks)**

(Total 16 marks)

Q5 **(a)** Identify two types of document that can be used to share data and, for each type of document, state how it might be used in a business setting and state the advantages of sharing the data. **(6 marks)**

(b) **(i)** Explain the term 'hyperlink' and explain how you would insert a hyperlink into a word processed document. **(4 marks)**

(ii) Give an example of the use of a hyperlink in a business setting. **(2 marks)**

(Total 12 marks)

Q6 **(a)** **(i)** Explain what the 'front-end' of an IT system is, supporting your answer with a suitable business example. **(3 marks)**

(ii) Explain what the 'back-end' of an IT system is. **(3 marks)**

(b) List the essential data a customer needs to input in order to successfully complete an online purchase. **(6 marks)**

(Total 12 marks)

End of question paper

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