



The Association of Business Executives

NQF

Certificate

2.2 IWC

Introduction to the World of Computers

Friday 12 June 2015, Morning

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.



Answer all questions

- Q1 (a)** A friend of yours who knows very little about PCs wants to buy one. They think they will use a PC for creating letters, sending e-mails, ordering products online and streaming television and movies.

Describe to them the components of a modern personal computer system and give an appropriate specification that would meet your friend's requirements. **(9 marks)**

- (b)** Give three examples of peripherals that your friend would need to get the most out of their new PC. **(3 marks)**
(Total 12 marks)

- Q2 (a)** State four examples of software used in a typical office. **(4 marks)**

- (b)** For each example given in **(a)** describe the kinds of business tasks the software is used to perform. **(8 marks)**
(Total 12 marks)

- Q3** For each of the tasks listed below give an appropriate example of a computing device that could be used to perform this task, along with details of its physical size. Please note each answer given needs to be different from the others.

- (i) Weather forecasting, through modelling the world's weather systems
- (ii) Processing transactions in a bank
- (iii) Producing insurance quotations, when visiting customers in their homes
- (iv) Creating mailing labels in an office
- (v) Taking notes during a lecture or training session

(Total 15 marks)

- Q4 (a)** (i) Explain what the letters in term GUI stand for and what a GUI is. **(4 marks)**
(ii) Name an **alternative** to the most widely used Personal Computer GUI and describe its features. **(4 marks)**

- (b)** Give an example of a Personal Computer GUI you are familiar with and describe how to format a USB disk drive using this GUI. **(4 marks)**
(Total 12 marks)

- Q5** (a) Explain what a backup is and why backups are important to organisations. **(4 marks)**
- (b) Give two different methods of creating a backup and for each method state its advantages. **Please note** this question does not refer to the media on which you store the backup. **(4 marks)**
- (c) Describe the key elements of an effective backup regime. **(4 marks)**
(Total 12 marks)
- Q6** (a) State the name of an e-mail management program you are familiar with and the organisation responsible for providing this software. **(2 marks)**
- (b) For the program you stated in part (a), describe how to access and read new messages. **(4 marks)**
- (c) With the e-mail software you stated in part (a) already loaded, describe how to create and send an e-mail message, including an attachment, to a new customer. **(6 marks)**
(Total 12 marks)
- Q7** State four different types of network topology and give **one** advantage and **one** disadvantage of each. **(12 marks)**
- Q8** (a) Describe what measures should be implemented to ensure the security of **electronic** data within a business. **(7 marks)**
- (b) Describe what measures a **network manager** can implement to maximise the security of staff passwords. **(6 marks)**
(Total 13 marks)

End of question paper

