



NQF

Certificate

2.2 IWC

Introduction to the World of Computers

Friday 10 June 2016, 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** When someone is looking to buy a new personal computer (PC), they will often try to compare what different shops have to offer in order to get best value for their money. To do so they need to understand PC specifications.
- Describe the key components of a modern desktop PC. For each component, explain its importance to the effective functioning of the PC and give a typical value for that component.
(16 marks)
- Q2** (a) E-mail client software can be installed on a computer or e-mails can be accessed via a web browser. Give one example of each method of accessing e-mails. Include in your answer the name of the organisation responsible for developing the software. **(4 marks)**
- (b) Describe in detail the steps needed to create and send a new business e-mail message containing a word processed business report. **(8 marks)**
(Total 12 marks)
- Q3** Describe the typical Local Area Network (LAN) components and explain the purpose of each component. **(12 marks)**
- Q4** (i) State what the letters in the computer term GUI mean. **(2 marks)**
(ii) Describe the typical features of a GUI and the purpose of each feature. **(10 marks)**
(Total 12 marks)
- Q5** (a) Explain why it is essential for any business to back up its data. **(3 marks)**
- (b) Explain what the terms 'full back-up' and 'incremental back-up' mean and state how they differ from each other. Include in your answer the advantages and disadvantages of each method of back-up. **(9 marks)**
(Total 12 marks)
- Q6** (a) State what the letters in the term URL stand for and describe what a URL is. Ensure that your answer explains the component parts of a URL, through the use of a suitable example. **(8 marks)**
- (b) Describe the component parts of an e-mail address, supporting your answer with a suitable example. **(4 marks)**
(Total 12 marks)

- Q7** Every business should prepare a continuity plan for circumstances that prevent it from operating normally e.g. because the business premises are destroyed. Describe the key elements of such a continuity plan. **(12 marks)**
- Q8 (a)** Microsoft Office is a suite of software applications used by many businesses. Give two other examples of office suites and the name of the organisation responsible for developing each. **(4 marks)**
- (b)** State four types of application that make up a professional office suite and, for each type of application, give an example of the type of document it can be used to create. **(8 marks)**
(Total 12 marks)

End of question paper

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