

Province of the

**EASTERN CAPE**

EDUCATION

**NATIONAL**

**SENIOR CERTIFICATE**

**GRADE 11**

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| **COMPUTER APPLICATIONS TECHNOLOGY – PAPER 2**  **MEMORANDUM** |

**MARKS: 150**

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| This memorandum consists of 9 pages. |

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| **SECTION A** | |  |
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| **QUESTION 1** | |  |
|  |  |  |
| 1.1 | C ✓ |  |
|  |  |  |
| 1.2 | D ✓ |  |
|  |  |  |
| 1.3 | B ✓ |  |
|  |  |  |
| 1.4 | C ✓ |  |
|  |  |  |
| 1.5 | D ✓ |  |
|  |  |  |
| 1.6 | C ✓ |  |
|  |  |  |
| 1.7 | B ✓ |  |
|  |  |  |
| 1.8 | A ✓ |  |
|  |  |  |
| 1.9 | B ✓ |  |
|  |  |  |
| 1.10 | A ✓ (10 x 1) | **[10]** |
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| **QUESTION 2** | |  |
|  |  |  |
| 2.1 | P ✓ |  |
|  |  |  |
| 2.2 | M ✓ |  |
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| 2.3 | A ✓ |  |
|  |  |  |
| 2.4 | G ✓ |  |
|  |  |  |
| 2.5 | B ✓ |  |
|  |  |  |
| 2.6 | R ✓ |  |
|  |  |  |
| 2.7 | J ✓ |  |
|  |  |  |
| 2.8 | C ✓ |  |
|  |  |  |
| 2.9 | D ✓ |  |
|  |  |  |
| 2.10 | F ✓ (10 x 1) | **[10]** |
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|  | **TOTAL SECTION A:** | **20** |

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| **QUESTION 3** | | | | |
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| 3.1 | |  |  |  | | --- | --- | --- | |  | MEMORY | STORAGE | | Capacity | 1 GB 🗸 | 160 GB 🗸 | | Difference | Any ONE of:  Temporary 🗸  Needs electricity  Electronic and fast | Permanent 🗸  No electricity needed  Mechanical and slow | | |  | 4 |
| 3.2.1 | Bluetooth 🗸 and Infrared 🗸 | | 2 | 8 |
| 3.2.2 | |  |  |  | | --- | --- | --- | |  | BLUETOOTH | INFRARED | | Range of pick-up | Longer 🗸 | Shorter 🗸 | | Line of sight | No line of sight necessary 🗸 | Must be in line of sight 🗸 | | | 4 |
| 3.2.3 | Any ONE of: 🗸  Advantages:   * Easier than laying cables * Labour costs − cheaper * No cables lying around * Computer can be moved without moving the cables * Wireless devices can connect from anywhere (portability) * Increased productivity as a user can move around with a laptop without having to re-log onto another computer.   Any ONE of: 🗸  Disadvantages:   * More expensive * Can be difficult to set up * Signal interference * Security issues * Slow | | 2 |
| 3.3.1 | * Unreliable 🗸 * Limited storage capacity 🗸 | | 2 | 4 |
| 3.3.2 | Yes, CD can be used in a DVD drive but not other way around. 🗸 | | 1 |
| 3.3.3 | DVD has much larger storage capacity than CD, 🗸 | | 1 |
| 3.4.1 | |  |  |  | | --- | --- | --- | |  | INKJET | LASER | | Cost to purchase | Cheaper to buy | More expensive 🗸 | | Cost to run | Ink is expensive | Cheaper to run 🗸 | | | 2 | 4 |
| 3.4.2 | Printing documents like invoices, letters, etc. – black or large print jobs🗸 | | 1 |
| 3.4.3 | Printing colour photos, graphics 🗸 | | 1 |
| 3.5.1 | You never buy a program – only a licence to use it. 🗸 | | 1 | 2 |
| 3.5.2 | Site licence 🗸 | | 1 |
| 3.6 | Utility software is software that helps us run and maintain our computers. 🗸  Any ONE of: 🗸  Anti-virus software, Defrag, WinZip, Disk Cleanup, etc. | |  | 2 |
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| 3.7.1 | Open Source Software allows users to use, change and redistribute it – free of charge 🗸  Shareware is also free of charge but may not be changed or  sold. 🗸 | 2 | 6 |
| 3.7.2 | * Any TWO of: 🗸🗸 * Not all the options in the program are available * Program may only be used for a limited time * Licence fee is payable if you wish to keep it and make use of full package. | 2 |
| 3.7.3 | Open Source Operating system: Linux 🗸  Open Source Application program: OpenOffice 🗸 | 2 |
| 3.8 | Any TWO of: 🗸🗸  Amount of RAM  Free space on hard drive  Type of operating system |  | 2 |
|  | **TOTAL MARKS**: |  | **[32]** |

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| **QUESTION 4** | | | |
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| 4.1 | A web browser is software that allows one to view and explore pages on the Internet, e.g. Internet Explorer. 🗸  A search engine is a program that searches documents located on the Internet using keywords entered by a person looking for information. 🗸 | | 2 |
| 4.2.1 | Look in the History of recently accessed websites in the web browser. 🗸 | 1 | 2 |
| 4.2.2 | Add to your list of Favourites in the web browser. 🗸 | 1 |
| 4.3 | Often previously accessed web pages are stored on your hard drive to save time fetching them from Internet in the future. 🗸  Therefore you might have an outdated version on the hard drive which is then updated with the Refresh button. 🗸 | | 2 |
| 4.4 | Any THREE of: 🗸🗸🗸  Cheaper than an overseas phone call.  Faster than land mail.  Can attach files like photo’s or other documents.  Can send message to many recipients at once.  Can reply to message immediately.  Can forward message to all other contacts. | | 3 |
| 4.5.1 | Click on this icon to add any files to the email message. 🗸🗸 | 2 | 5 |
| 4.5.2 | Enter the e-mail address of other people who you would like to send the same message to. (carbon copy) 🗸 | 1 |
| 4.5.3 | Rich text option: allows you to format the e-mail message. 🗸  Plain text: Message is sent without any formatting. Even formatting that has been done will be lost. 🗸 | 2 |
| 4.6.1 | Netiquette is the use of good manners when using the internet. 🗸 | 1 | 3 |
| 4.6.2 | Files attached should not be too large. 🗸  Reason: It takes too long to download and is therefore expensive, 🗸 | 2 |
| 4.7.1 | Web mail 🗸 | 1 | 3 |
| 4.7.2 | Any TWO of: 🗸🗸   * Free of charge – only pay for Internet access. * It can be accessed using a web browser at any place that has Internet access. * Most systems offer features such as scanning for viruses, address books and spam detection, | 2 |
| 4.8 | Any TWO of: 🗸🗸   * Convenience of being able to do banking 24 hours a day. * Banking in the comfort of your home/office – no travelling. * Save time – transactions are normally faster. * Cheaper – transactions over Internet cost less. * No waiting in long queues. * Safer – especially if large amounts are involved. |  | 2 |

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| 4.9.1 | | An attacker would impersonate your bank (letterhead, etc.) 🗸  Send e.g. e-mail to verify personal details. 🗸  (Accept any valid practical example) | 2 |  |
| 4.9.2 | Any TWO of: 🗸🗸   * Banks will insist on access codes. * PIN number and password for access to your account. * SMS notifications of transactions. * Making use of once-off passwords for certain transactions | | 2 | 4 |
| 4.10 | Any THREE of: 🗸🗸🗸   * Make sure that the organisation has contact details * Make sure the site is secure * Make use of well known sites * Look for security guarantees as well as return policy. * Beware of terms and conditions. * Keep full records of what you order. * Be aware of possible import duties that can make goods more expensive. * Only give credit card details – never PIN details. | |  | 3 |
| 4.11 | Any TWO of: 🗸🗸   * Never give personal details such as your name, etc. * Do not make arrangements to meet anybody you chat to online. * If someone makes you feel uncomfortable by asking personal questions, discontinue the conversation immediately. * Do not be tempted to use your real name online. * Never accept file transfers from strangers. | |  | 2 |
|  | **TOTAL MARKS** | |  | **[31]** |

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| **QUESTION 5** | | | |
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| 5.1.1 | *File*: Is a document. A collection of files are stored in a 🗸  *Folder*: Is a collection of related files. 🗸 | 2 | 6 |
| 5.1.2 | Any TWO of: 🗸🗸   * Delete all unwanted files from time to time. * Give meaningful names to your files. * Make sure you have the latest copies of your files. | 2 |
| 5.1.3 | Files are still in the Recycle Bin and therefore still saved on the hard drive. 🗸 | 1 |
| 5.1.4 | The Recycle Bin must be emptied if you need more space. 🗸 | 1 |
| 5.2 | Use the Uninstall Option of the program 🗸  Start menu > Control Panel > Add /Remove Programs 🗸 |  | 2 |
| 5.3.1 | Fragmentation occurs when parts of the same file become scattered when they are saved in different areas of the disk. 🗸 This happens when the disk is almost full. 🗸 | 2 | 7 |
| 5.3.2 | It rewrites the files so that they are grouped together in adjacent locations on the hard disk. 🗸 | 1 |
| 5.3.3 | No. 🗸. Defrag is only for hard disks because of the number of files stored on it. 🗸 | 2 |
| 5.3.4 | Any TWO of: 🗸🗸  Temporary files downloaded from Internet.  Deleted files and folders – when emptying the Recycle Bin  Temporary files created by Windows.  Components of Windows that you are not using.  Installed programs that you are no longer or seldom use. | 2 |
| 5.4.1 | PDA is a small handheld device 🗸 that acts like an electronic diary. 🗸 | 2 | 5 |
| 5.4.2 | Any THREE of: 🗸🗸🗸   * Reminding you of appointments * Reading documents * Browsing the Internet * E-mail * Can run small custom utility programs. | 3 |
| 5.5 | A Smartphone can do almost anything that a PDA can do AND they can make phone calls. 🗸 |  | 1 |
| 5.6 | * It makes the paying process faster – no need to use keyboard. 🗸 * Helps with stock control. 🗸 (lessens possibility to make errors by the data capturer) |  | 2 |
|  | **TOTAL MARKS** |  | **[23]** |

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| **QUESTION 6** | | | |
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| 6.1 | A network is a group of computers that are connected 🗸 by some sort of communication media 🗸 that allows users to share hardware, software, data and information. 🗸 |  | 3 |
| 6.2 | Any TWO of: 🗸🗸   * Sharing of expensive equipment * Sharing of data * Transferring of information and data * Increased control and security * Communication * Games |  | 2 |
| 6.3 | The network of a bank like Standard Bank or clothing stores like Edgars or Woolworths with branches all over the country are all examples of a WAN. 🗸  (Accept any other valid example.) |  | 1 |
| 6.4 | Network cabling, switch, network software and depending on the type of network a server. |  | 3 |
| 6.5.1 | A program written to disrupt the normal working of your computer. (malicious program) 🗸  They are written in such a way that they reproduce themselves and spread to other computers. 🗸 | 2 | 7 |
| 6.5.2 | Any THREE of: 🗸🗸🗸   * Files suddenly disappearing * A dramatic slowing down of the computer * Programs stop operating correctly * Free space on the hard drive suddenly gets greatly reduced. * Appearance of error messages that you have not seen before * The computer no longer boots. | 3 |
| 6.5.3 | Anti-virus software must be updated regularly 🗸 because new viruses and signatures of viruses appear almost every day. 🗸 | 2 |
| 6.6 | Any FOUR of: 🗸🗸🗸🗸   * Never open mail from strangers, it may contain a virus * Be careful when opening an attachment – it may contain a virus. * Never send an attachment unless you are sure it is virus free. * Make sure all CDs are removed from your computer before you shut it down as booting with them can infect you with a virus. * Avoid pirated software. * Scan memory sticks for viruses before using them. |  | 4 |
|  | **TOTAL MARKS** |  | **[20]** |

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| **QUESTION 7** | | | | |  | |
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| 7.1 | All the characters that are not printed like spaces, tab key and enters will be shown when clicking on the show/hide icon. 🗸 | | |  | 1 | | |
| 7.2 | Search and replace feature of Word. 🗸 | | |  | 1 | | |
| 7.3 | Inserting a section break 🗸 | | |  | 1 | | |
| 7.4 | Press Ctrl + Tab | | |  | 1 | | |
| 7.5 | A hanging indent is when all the lines of a paragraph except the first line are indented. 🗸 | | |  | 1 | | |
| 7.6.1 | When you cut or copy items, the selected item is placed in the computer’s memory in a temporary location called a clipboard. 🗸 | | | 1 | 2 | | |
| 7.6.2 | The message appeared because she placed an item on the clipboard which she did not paste anywhere. 🗸 | | | 1 |
| 7.7 | Any TWO of: 🗸🗸   * Can do calculations * When values are changed, Excel automatically re-calculates * Graphs can be created using a wizard to present information in Excel graphically | | |  | 2 | | |
| 7.8 | If you use cell addresses and the values in the cells change; Excel will automatically re-calculate − not the case with real values. 🗸 | | |  | 1 | | |
| 7.9.1 | Absolute cell reference 🗸 | | | 1 | 2 | | |
| 7.9.2 | If you do not want that specific cell address to change when copied down. 🗸 | | | 1 |
| 7.10 | Any TWO of: 🗸🗸   * Change page orientation to landscape * Change font to smaller size * Adjust page margins * Change column width | | |  | 2 | | |
| 7.11.1 | Primary key is a unique field 🗸  There can be other firms with same name – therefore the name is not unique and cannot be used as a primary key. 🗸 | | | 2 | 6 | | |
| 7.11.2 | No calculations are going to be done; therefore data type can be text. 🗸  The 0 in front of the numbers will disappear if not text. 🗸 | | | 2 |
| 7.11.3 | |  |  | | --- | --- | | FIELD NAME | DATA TYPE | | Credit | Yes/No 🗸 | | Date | Date/Time🗸 | | | | 2 |
| 7.12 | Any TWO of: 🗸🗸   * When criteria must be applied to more than one field. * When a user would like to display only certain fields. * To display the results in a specific order * When the query and its results need to be stored. | | |  | 2 | | |
| 7.13 | Select the text, go to File > Print 🗸  On dialogue screen, click Selection and OK 🗸 | | |  | 2 | | |
|  | **TOTAL MARKS** | | |  | **[24]** | | |
|  | |  |  | | |  | | |
|  | | **TOTAL SECTION B:** | | | | **130** | | |
|  | |  | | | |  | | |
|  | | **GRAND TOTAL:** | | | | **150** | | |