

SECTION A – Multiple-choice questions**Instructions for Section A**

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1, an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

Question 1

In the context of user documentation, a wizard can be defined as a

- A. form of technical reference for a software program.
- B. set of procedural standards that everyone in an organisation must use.
- C. form of online documentation that provides step-by-step assistance when creating documents.
- D. time-saving template for creating documents and worksheets that meet specific organisational standards.

Question 2

Marika is a journalist who works from home and sends her completed articles to her editor by email. Unfortunately, Marika badly sprained both of her wrists while rock climbing last weekend and she will be unable to type for the next three weeks. Marika still needs to complete her article by a certain time each week.

What new technology would best help Marika with her work?

- A. tape recorder
- B. wireless mouse
- C. ergonomic keyboard
- D. voice recognition software

Question 3

The most important factor to consider when purchasing new software is

- A. how much money it will cost.
- B. the amount of hard drive storage required.
- C. the amount of RAM required.
- D. the operating system version required.

Question 4

Which one of the following is **not** an example of client feedback for a Help Desk?

- A. one-to-one training
- B. telephone survey
- C. online feedback form
- D. asking for further details on a problem

Question 5

Sandra is updating a company profile report. She has been informed that the company has recently restructured and has a different trading name.

What is the fastest method to update the report with the new company name?

- A. retype the entire report, entering the new name as you type
- B. use the automatic correct feature to correct the old company name where it occurs in the report
- C. use the **Replace** feature to replace all occurrences of the old company name with the new name
- D. use the **Find** feature to locate all occurrences of the old company name and type in the new name

Question 6

The table below compares the specifications for four computer systems.

Components	System 1	System 2	System 3	System 4
Processor	Intel Core2 Duo E6300	3.4 GHz Intel Pentium 4 650	1 GHz Intel Celeron	2.8 GHz Intel Pentium D820
Memory (RAM)	1 GB DDR2	2 GB DDR2	512 MB DDR2	1 GB DDR2-533
Graphics card	1 GB	512 MB	256 MB	512 MB
Hard disk drive	300 GB	250 GB	160 GB	200 GB
Internet connection	Yes	Yes	Yes	No
Optical drive(s)	DVD-RW	DVD-RW	DVD-ROM	DVD-ROM
Monitor	19" LCD	17" LCD	19" Flat CRT	17" Flat CRT
Audio	Integrated 5.1	Creative Sound Blaster X-Fi XtremeMusic	6 channel sound	Integrated HD
Network connection	Yes	Yes	Yes	No
Extras	Multiformat card reader	Multiformat card reader TV tuner card	Colour printer	Nil

Which system would you recommend for a person with low level computer skills, who wants to research their family tree on the Internet from home?

- A. System 1
- B. System 2
- C. System 3
- D. System 4

Question 7

Paige created a new 'Overdue Notice' template for the accounts department.

Which of the following is the best solution to distribute the template **and** protect it from alteration or deletion?

- A. store a copy in a read only folder on her PC and install it on all the accounts department PCs
- B. wait until the next scheduled backup is complete and then email it to all the people who will use it
- C. create a backup master copy on her hard drive, then make the template read only and install it in a folder that all the accounts department PCs can access
- D. she cannot achieve both objectives – once it is distributed, users can alter or delete it

Question 8

The main purposes for user documentation in a large organisation are to provide

- A. technical specifications, understanding of what the software can do, network installation requirements.
- B. understanding of what the software can do, training for skills development, a quick reference guide.
- C. understanding of what the software can do, training for skills development, network installation requirements.
- D. training for skills development, technical specifications, a quick reference guide, understanding of what the software can do.

Question 9

Kevin is the editor for a team of writers who produce training manuals. He needs to keep a record of the modifications he makes when he edits the documents produced by his writing team.

Which one of the following advanced features would best suit his needs?

- A. tracking
- B. AutoText
- C. comments
- D. strikethrough

Question 10

You receive a Help Desk call from Ellie. She is trying to scan an image and her PC has been displaying the message 'Waiting for the lamp to warm up' for over five minutes. This also happened yesterday and the problem is now urgent.

Which one of the following actions should you take?

- A. send a technician to check and replace the scanner lamp if necessary
- B. send a technician to check that the mains voltage is not too low
- C. advise her to close the application, reboot the system and try again
- D. describe to her how to access the system resources display, so you can find out whether her PC is overloaded

Question 11

When setting up a fresh operating system for a computer, which one of the following sections would **not** be considered part of the security setup for the computer?

- A. regional zone
- B. firewall configuration
- C. network configuration
- D. administrator's password

Question 12

One stage in the production of user documentation is to submit the documentation to a higher authority for approval.

This stage is referred to as

- A. testing and evaluation.
- B. endorsement or sign-off.
- C. product design and development.
- D. obtaining feedback from intended users.

Question 13

A Help Desk operator is unsure of how to solve a problem for a client.

Which one of the following is the best way to respond to the client?

- A. 'I am sorry, your problem has a low priority.'
- B. 'I need to do some initial troubleshooting. I will call back within the hour.'
- C. 'I am not sure what to do as we are extremely busy. Can you call back within a few days?'
- D. 'I have absolutely no idea! I need to consult my boss first. Please give me a call tomorrow.'

Question 14

The introduction of new technology into a large organisation requires careful consideration. Once the changes to be made are known, a smooth transition from the old to the new technology would be ensured by

- A. hiring a consultant.
- B. developing an implementation plan.
- C. completely removing the old system first.
- D. making sure that there will be enough room for the new equipment.

Question 15

You have been asked to recommend a vendor to provide a new open source operating system. Your client's staff have little or no experience with the proposed new operating system. A comparison of the suppliers is in the table below.

Local dealer	Franchisee	Website
Supply and install customised image, disks, licence	Supply disks and site licence	Downloadable ISO standard image and site licence
Phone support	Online troubleshooting database	Online forum support service
Maintenance contract	Interactive training DVD	Free website hosting
Onsite training	ISP starter bundle	Training movies
\$139	\$119	\$109

Which deal provides the best support for the client?

- A. Website, as it is the cheapest
- B. Franchisee, as it has a training DVD
- C. Local dealer because of its phone support
- D. Local dealer because of the onsite training and the maintenance contract

Question 16

Cynthia wants to create 60 address labels for a catalogue mail-out that is to be posted in the next hour. The mail merge document was set up by the previous person who did her job and Cynthia is having some difficulty with it.

The most appropriate support resource that Cynthia could access for help with this problem would be the

- A. technical manuals for the mail merge software.
- B. website for the company that sells the mail merge software.
- C. online help facility that is built into the mail merge software.
- D. seven-year-old introductory training manuals on the shelf in her office.

Question 17

When developing software applications, programmers frequently include comments to clarify the function of sections of code and to make program maintenance easier.

These comments are an example of

- A. hyperlinks.
- B. pseudocode.
- C. internal coding.
- D. internal documentation.

Question 18

Greenback Travel requires cheap online software that will allow its travel writers to write anywhere, anytime and sometimes collaboratively by exchanging files. They have investigated three online suites of Office compatible applications, which run inside a web browser.

	Alpha	Betel	Carta
Word processing*	✓	✓	✓
Spreadsheet*	✓	✓	✓
Presentation*	✓	✓	✓
Email	✓		
Calendar			✓
Project management			✓
Compatibility (MS Office, OpenOffice, StarOffice)	✓	✓	✓
Storage	✓	✓	✓
Upload/download	✓		
Track changes	✓	✓	✓
Chat	✓	✓	
Browser type	All	All	All
Requires Java installed		✓	
Cost	\$50	Free	Donation

*basic formatting such as paragraph, font, size, colour, indentation

Which one of the following is the best for Greenback Travel to use?

- A. Alpha, as it allows for file transfer between travel writers
- B. Betel, as it is free and uses Java
- C. Carta, as it has a project management feature
- D. Betel or Carta, as they are the cheaper alternatives

Question 19

Bonny BabyWare retails baby-related products. The database of its clients includes each parent's name and address, the baby's name and date of birth, and whether it is a girl or a boy. Every month Bonny BabyWare sends each new parent a personalised letter offering nine special deals, plus another deal for a boy or a girl, as appropriate.

The best way to personalise this mail would be to

- A. create two word processor templates and cut and paste the appropriate details into each.
- B. create a starting document and use a conditional mail merge to insert the appropriate girl or boy text.
- C. create a database macro to extract each name from the database and merge it with the appropriate text.
- D. create a word processor macro to extract each name from the database and merge it with the appropriate text.

Question 20

Your Help Desk receives the following calls in quick succession.

	Time	Location	Fault	Effect
1	8.12 am	Reception	Screen will not display	Must look up telephone extensions manually
2	8.13 am	CEO's assistant	CEO cannot login	Needs to access a file for a meeting in 20 minutes
3	8.14 am	Warehouse	Laser printer will not print	Cannot print today's delivery dockets
4	8.15 am	Accounts office	Unusual error message	Cannot print client account statements

There are two equally qualified staff, Jessica and Nathaniel, who can deal with these problems.

How should the work be assigned and in what priority order?

- A. They should work together on the problems in the order received.
- B. Nathaniel should work on problem 2. Jessica should work on problem 1, followed by problems 3 and 4.
- C. It does not matter who does what. They should work independently on problems 2 and 3, followed by problems 4 and 1.
- D. They should work together to solve problem 3, then one of them should work on problem 4 and the other work on problems 1 and 2, in that order.

SECTION B – Short answer questions**Instructions for Section B**

Answer **all** questions in the spaces provided.

Question 1

Your company's accounts department regularly uses several macros in its spreadsheets. Give **one** way you could make the macros easy to access.

1 mark

Question 2

A friend has purchased a new computer that has a dual boot system installed.

a. Explain the term 'dual boot system'.

b. Give **one** advantage of a dual boot system.

1 + 1 = 2 marks

Question 3

For each of the following computer-based processes, identify whether it is a batch, real time or multitasking operation. (Tick only **one** box per process.)

Computer process	Batch	Real time	Multitasking
Processing the weekly payroll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Servicing page requests to a busy website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitoring the building's security system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 marks

Question 4

A supermarket is trialling a self-service barcode scanner where the customers can scan in and pay for their goods. The supermarket has asked customers for feedback on the system. This feedback includes the performance of staff who give customer support.

- a. Suggest **one** reason why the supermarket would ask customers for feedback.

- b. Give **one** way in which the supermarket could ask customers for feedback.

- c. The supermarket has decided to publish customer feedback statistics on its website. Give **one** reason for this action.

1 + 1 + 1 = 3 marks

Question 5

Below is a list of some common types of user and technical documentation. Tick the appropriate boxes to indicate which would be classified as **technical** documentation.

- installation procedures manual
- quick reference card
- training manual
- hierarchy chart
- maintenance history logbook
- data dictionary
- online tutorial
- context sensitive help

3 marks

Question 6

You are using a customised software package at work one evening to complete an urgent task. Your Help Desk has closed for the day. The software package unexpectedly stops with an error message you do not understand. Describe **one** action that you could take to resolve the problem.

1 mark

Question 7

John has four large files in a folder. He wants to compress them before emailing them to a client. After he runs the compression program, the compressed file is larger than the total size of the four files. Explain how this could have happened.

2 marks

Question 8

The following text was approved for publication in your organisation's internal staff policy documentation.

'The Internet can be accessed from all company computers. If you need help using the Internet, contact the Help Desk. Your manager can authorise individual after-hours training on request.'

The first draft was returned from the desktop publishing division looking like this.

<p>The Internet can be accessed from all company computers. If you need help using the Internet, contact the Help Desk. Your manager can authorise individual after-hours training on request.</p>
--

- a. Why should the first draft be rejected?

The second draft is shown below.

<p>The Internet can be accessed from all company computers. If you need help using the Internet, contact the Help Desk. Your manager can authorise individual after-hours training on request.</p>
--

- b. Why should the second draft also be rejected?

1 + 1 = 2 marks

Question 9

Brian is a cartoonist who works from home. He draws cartoons, uses a scanner to digitise them, and emails them to several newspapers. Brian often has to digitally clean up images using photo-editing software before sending them. His scanner is at least five years old.

- a. If Brian does not want to buy a new scanner, what could he buy instead?

- b. How might a new scanner be better than his old one?

1 + 1 = 2 marks

Question 10

When transferring data from one application to another, it is often necessary to convert the source data into a compatible format so that it will be accepted by the destination application.

- a. Name a common format for text transfer.

- b. Name a common cross platform open file format for documents.

- c. Explain what 'cross platform' means when it refers to data transfer.

1 + 1 + 1 = 3 marks

Question 11

Staff at a multimedia sales store currently use a shared application to book resources for demonstrations to prospective clients. Below is a copy of the table layout.

	A	B	C	D
1	Borrower	Date	Time	Equipment
2				
3				
4				
5				
6				

However, the users have had problems accessing the file when one person has it open. Some people have complained that their bookings have been deleted and replaced by those of another user. It has been reported that the current system for data entry is frustrating and time consuming to complete. The sales manager would like a summary report of the products that are being demonstrated and the people who are giving the demonstrations. You have been asked to investigate an alternative solution that will address these issues.

- a. The proposed booking system has a built-in calendar and a facility to add the details of each equipment item available, as well as the names of the borrowers. Give two advantages of these features.

1. _____

2. _____

- b. Identify two additional features that the new program must have.

1. _____

2. _____

2 + 2 = 4 marks

Question 12

A new version of the operating system (OS) your organisation uses will be released soon.

- a. Before considering the upgrade, give two considerations that would need to be addressed.

1. _____

2. _____

- b. You discover that the new OS backup system uses a different format to the current backup system. Describe two strategies you could use to overcome this problem.

1. _____

2. _____

2 + 2 = 4 marks

Question 13

You wish to purchase a new operating system. The supplier has provided the following system information.

Requirement	Minimum	Recommended
CPU	1.0 GHz	3.2 GHz
HDD space used during setup	32 GB	45 GB
HDD space in use after setup	11.2 GB	20 GB
RAM	512 MB	1 GB
Optical drive	48 × CD drive	2 × DVD drive
Audio hardware	Stereo sound capable	7.1 sound capable
Video hardware	Capable of OpenGL	Capable of OpenGL
Internet connection	Dialup	Broadband

- a. If a basic user purchases a computer with the **minimum** system requirements, what tasks will they typically use it for?

- b. If an intermediate user purchases a computer with the **recommended** system requirements, what tasks will they typically use it for?

1 + 1 = 2 marks

Question 14

Sarah runs a business which creates life-size baby dolls. The business is online and she also accepts phone and mail orders. Sarah makes the dolls' faces to her clients' specifications and uses a number of different items for the rest of the doll. There are several different skin colours, hand and arm styles, foot and leg styles, male and female bodies, and a range of clothes. Not all combinations of these parts will fit together.

- a. Give two features that Sarah could use (on both her web page and the spreadsheet she uses to process mail and phone orders) to ensure that the order is complete and the parts chosen are compatible.

1. _____

2. _____

- b. When an online client chooses an invalid combination of parts, what can Sarah do to solve this?

2 + 1 = 3 marks

Question 15

Tuckers Limited provides commercial catering equipment to hotels, restaurants and fast-food outlets. Tuckers has ten sales staff and it wants to train them all in the latest spreadsheet, word processing and presentation software. All sales staff have new laptops and most have some basic computer skills. Tuckers can only afford to have half its sales staff out of the office at once.

There are **three** options available to Tuckers.

1. Call in a consultant to create a course and run it in-house.
 2. Send the sales staff to an off-site commercial training course.
 3. Send two of the sales staff to a short course and get them to mentor the others.
- The off-site training takes seven working days and costs \$700 per participant.
 - The average salary of its sales staff is \$400 per day.
 - The consultant will charge \$2000 to personalise the course for Tuckers. It will run for three days, at a total cost of \$1200 per day (maximum of five people). The consultant guarantees that Tuckers' staff will know as much, or more, than they would have learnt at the commercial course.

a. Tick the option you would recommend.

- in-house course with a consultant
- off-site commercial training course
- short course for some staff who then mentor others

b. Give three reasons for your recommendation.

1. _____
2. _____
3. _____

1 + 3 = 4 marks

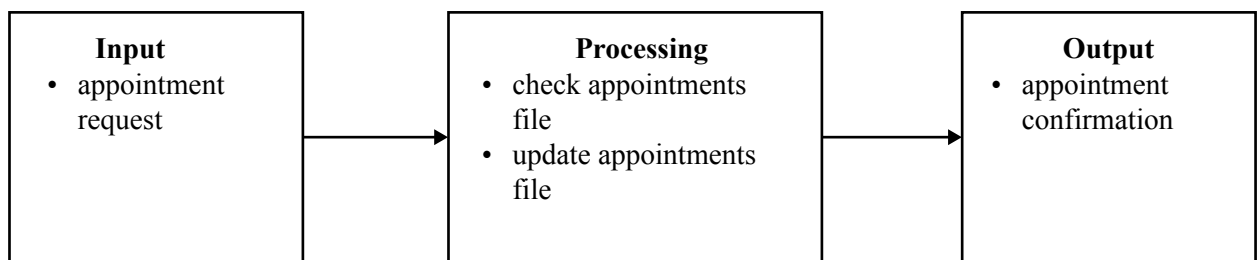
Question 16

Cherry Hill Dental Practice has an electronic record-keeping system to manage its patients' data efficiently. The current system operates as follows.

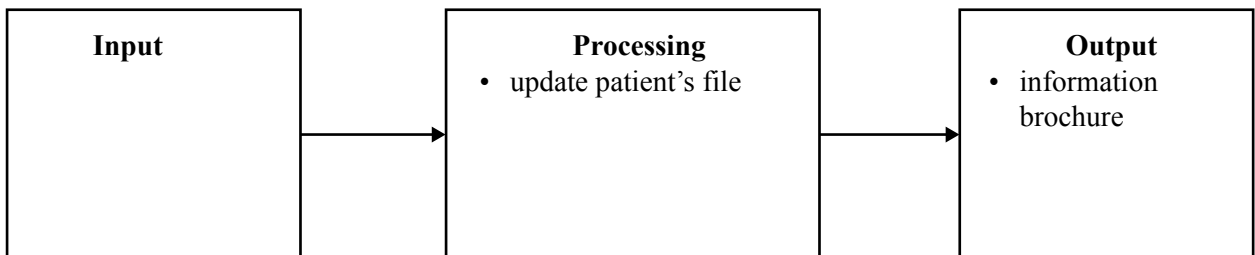
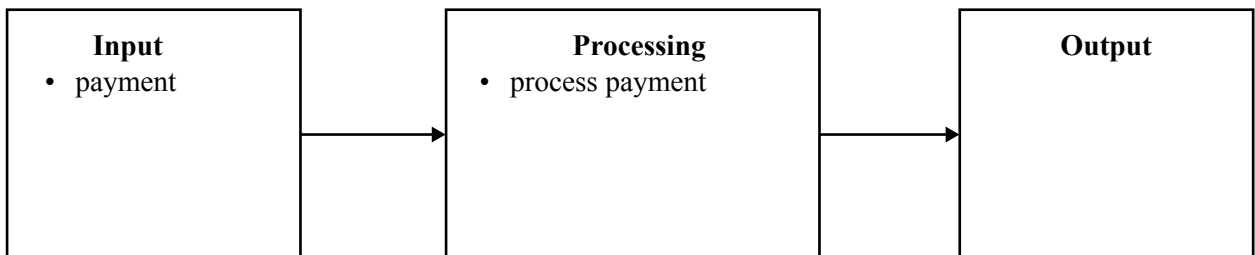
Process 1	When a patient requests an appointment the receptionist checks the appointments file for a free time slot and then confirms the date and time of the appointment with the patient. A record of the booking is sent to the appointments file.
Process 2	A new patient submits their contact details on a form, which is entered into the patient's file. The patient is posted an information brochure on the practice.
Process 3	A patient pays their account on the day of the appointment and is given a receipt. A record of payment made is sent to the patient's file.

The practice is documenting its record-keeping system.

An Input Processing Output (IPO) chart is a common form of technical documentation. The IPO for Process 1 is shown below.



- a. Complete the IPO charts for Process 2 and Process 3.

Process 2**Process 3**

- b. Name another type of technical documentation that the practice could use to document its information system.

- c. Suggest a type of user documentation that would help the dentists at the practice make better use of the system.

3 + 1 + 1 = 5 marks

**SECTION B – continued
TURN OVER**

Question 17

Below is some macro code in Visual Basic for Applications (VBA) from a word-processing application. The code was recorded using the macro recorder tool in the software.

```

1 Sub MyFormat()
2 '
3 ' MyFormat Macro
4 ' Macro recorded 13/09/2007 by Administrator
5 '
6 Selection.WholeStory
7 Selection.Font.Name = "Arial"
8 Selection.Font.Size = 11
9 Selection.ParagraphFormat.Alignment = wdAlignParagraphJustify
10 ActiveDocument.PageSetup.Orientation = wdOrientLandscape
11 ActiveWindow.ActivePane.View.Zoom.PageFit = wdPageFitFullPage
12 End Sub

```

- a. Briefly explain what each of the following lines of code in the macro do when the macro is run or executed.

Line number	Explanation for code
6	
7	
10	

- b. If you wanted to edit the macro so that the selected text is centred when the macro is run, which line would you change and what would you change it to?

Line number _____

Rewritten code _____

- c. Suggest another advanced word-processing feature that could be used to achieve similar results to the macro above.

3 + 2 + 1 = 6 marks

Total 50 marks

END OF SECTION B

SECTION C – Case study

Instructions for Section C

Read the case study below and answer the following questions in the spaces provided.

Midguard Corporation is a large pharmaceutical company. It has a research team with eight members in the country town of Mildura. Rick is the head of this research team. Unlike some of the other researchers, Rick is very conscious of maintaining security around their research data. These scientists need Internet access for email and research.

Stephanie, one of the researchers, has a laptop.

Rick often needs to take a two-day trip to corporate headquarters in Melbourne, to report on the team's progress. He takes his laptop.

You are the head of the company's IT support section, and have three main roles.

- to provide the day-to-day support for the researchers and the other staff members on all computer and network related issues
- to protect the electronic research data from theft by electronic or physical means
- to maintain the integrity of the electronic research data

Data integrity is maintained by a nightly tape backup of both the file server and the mail server. Each Friday night, a 'full backup' is made. On Monday to Thursday nights, an 'incremental backup' is made.

A 'state of the art' firewall is used to protect the data between the internal LAN (local area network) and the Internet.

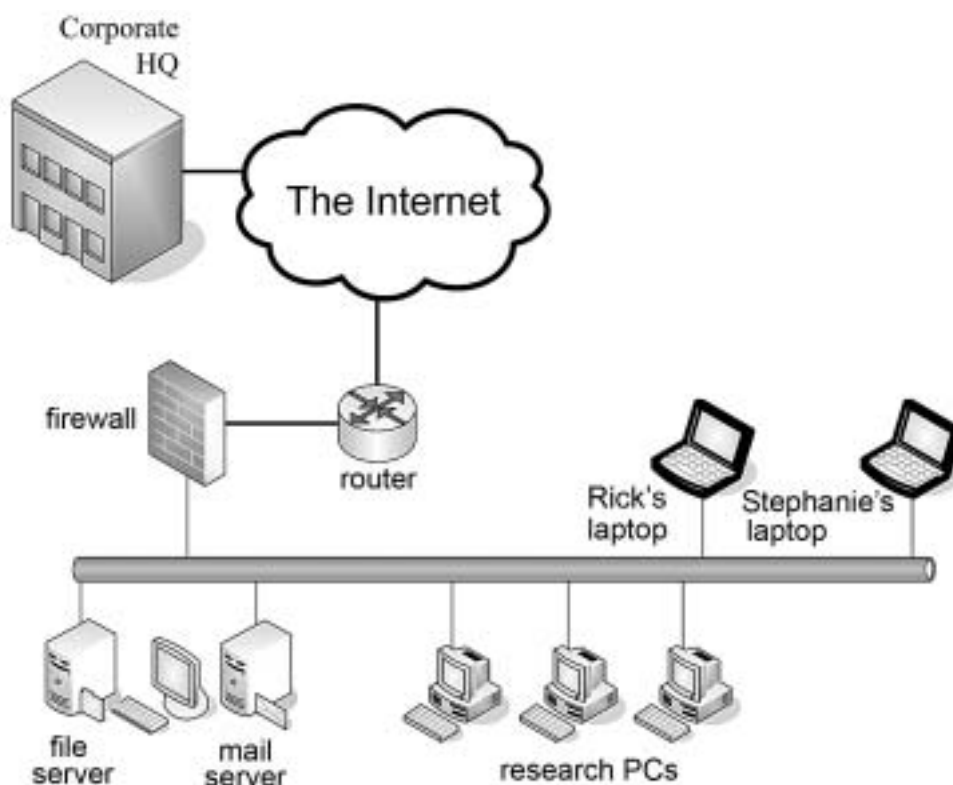


Figure 1. Original Network Diagram for the Mildura Research Team

Question 1

According to statistics from password cracking software, the minimum standards for a password to remain secure for three months would be

- the password must have a length of 8 or more characters
- the password must not be a known word in any language
- the password must contain letters, numbers **and** symbols.

Why is this secure standard for passwords **not** widely used in organisations?

1 mark

Question 2

Rick has heard of an incident where a cleaner gained unauthorised access to another research team’s computer system. Information was stolen and sold to a rival.

List two things that Rick and you should do, **apart from** changing the password standards, to help prevent this happening at the Mildura Research Centre.

1. _____
2. _____

2 marks

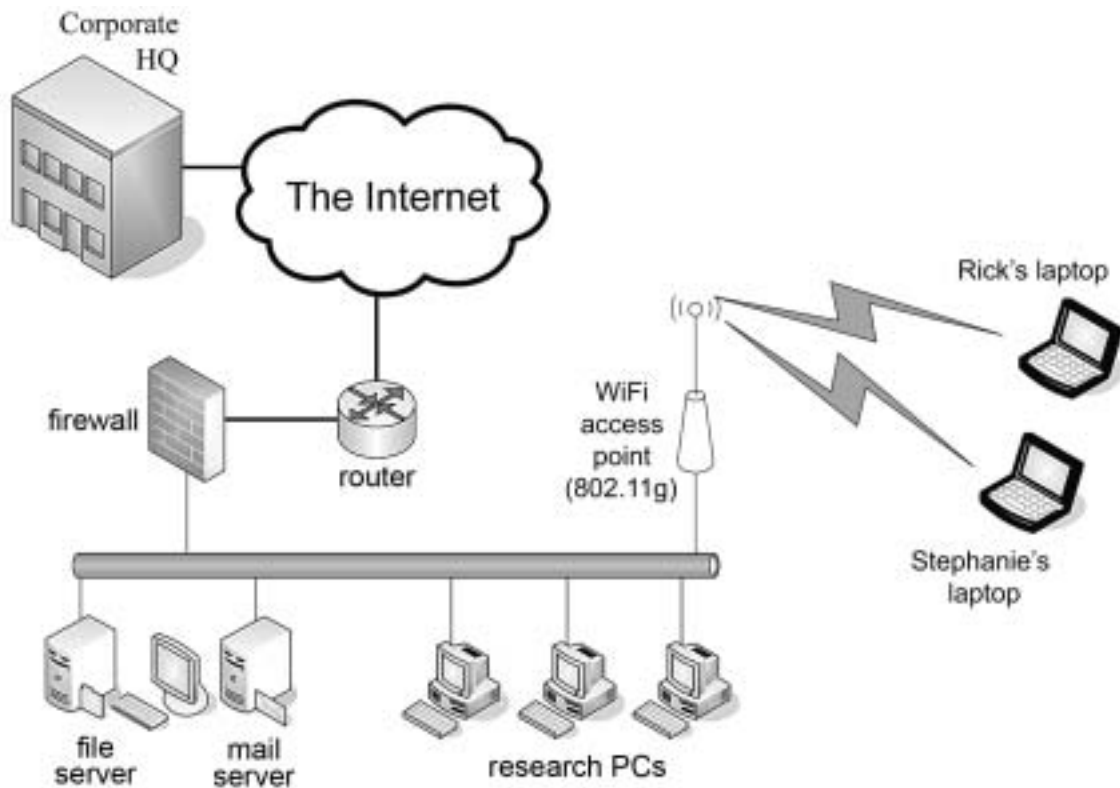


Figure 2. Network diagram showing proposed wireless access point

Question 3

Stephanie recently encouraged Rick to have a WiFi (802.11g) access point set up in the research building. Refer to Figure 2.

Give **one** advantage and **one** disadvantage of a WiFi access point.

Advantage _____

Disadvantage _____

2 marks

Question 4

A practice total-restore-of-data from the backup tapes will occur next week. The file server will be restored on Monday. The mail server will be restored on Thursday.

- a. Which tape(s) is needed for the Monday file server data restore? If more than one tape is needed, you must specify the order in which they are to be used.

- b. Which tape(s) is needed for the Thursday mail server data restore? If more than one tape is needed, you must specify the order in which they are to be used.

1 + 1 = 2 marks

Question 5

Corporate headquarters has provided a server on which to do this practice data restore. It has identical hardware to the file server and mail server, but has no installed operating system.

- a. What two steps must you take to complete the data restoration process?

1. _____

2. _____

- b. Explain how you would ensure that the data restoration process was successful.

2 + 2 = 4 marks

Question 6

New equipment for the WiFi access point arrives late Friday afternoon.

Stephanie asks you to set up the access point and configure her laptop to enable communication with it. She wishes to test the WiFi access point over the weekend. You quickly do this, then leave for the weekend.

On Monday morning, Stephanie helps Rick to set up his laptop's communication with the WiFi access point. Rick notices that he is able to connect without any security checks, and contacts you.

You realise that, in your hurry on Friday afternoon, you forgot to set up the security. The system was accessible all weekend.

Rick demands

- that some WiFi access point security is implemented immediately, and
- to know if anyone tried to access the computer records over the weekend.

You quickly check the security settings for the WiFi access point. You find that both Wired Equivalent Privacy (WEP) and WiFi Protected Access (WPA) are available.

- a. Choose the **best one** for security and explain why.

- b. List two logs that you could check to find out whether anyone got in through the unsecured access point.

1. _____

2. _____

2 + 2 = 4 marks

Question 7

Rick will be absent from the Mildura research facility for two months. He will be travelling to many country locations, staying only one or two nights in each. He is unsure what communications equipment will be available to him in these country towns.

While away, Rick will still have to monitor progress at Mildura regularly. Therefore, he wants to be able to connect his laptop securely to the Mildura research network.

You tell him about security through Virtual Private Network (VPN) connections across the Internet. He could use this to connect to the Mildura network. The original Internet connection could be made by any of the following methods.

Method	Provider	Availability	Cost
WiFi	various providers	rare	varies
land line dial-up	various providers	quite common	cheap
3G / NextG	Telstar	most places	more expensive
satellite dial-up	Optis	everywhere	quite expensive

- a. Suggest **one** method, from the list given in the table above, that will provide the best service for Midguard Corporation's needs and justify your answer.

Rick wants to use Telstar as it provides the phone service for the Mildura office.

- b. List two items that he would need to connect the laptop to the Telstar network.

1. _____

2. _____

Rick's laptop is insured with a policy that replaces the laptop if it is lost or stolen.

- c. Give two reasons why this insurance policy does not provide enough protection for Rick's laptop.

1. _____

2. _____

1 + 2 + 2 = 5 marks

Total 20 marks