BOARD OF STUDIES
NEW SOUTH WALES

2007
HIGHER SCHOOL CERTIFICATE EXAMINATION

Information Technology

General Instructions
- Reading time – 5 minutes
- Working time – 2 hours
- Write using black or blue pen
- Board-approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 9, 13 and 15

Total marks – 80

(**Section I**) Pages 2–7

15 marks
- Attempt Questions 1–15
- Allow about 15 minutes for this section

(**Section II**) Pages 9–16

35 marks
- Attempt Questions 16–19
- Allow about 45 minutes for this section

(**Section III**) Pages 17–18

30 marks
- Attempt TWO questions from Questions 20–22
- Allow about 1 hour for this section

Section I

Use the multiple-choice answer sheet for Questions 1–15.

1   A printer has recently been purchased for your company.

At what point should data relating to the printer be recorded in the company's inventory?

(A)   When the printer has been ordered

(B)   After the warranty period has expired

(C)   Immediately upon receipt of the printer

(D)   After unpacking and checking the contents

2   The following diagram displays the current location of the Sales.doc file on a computer.
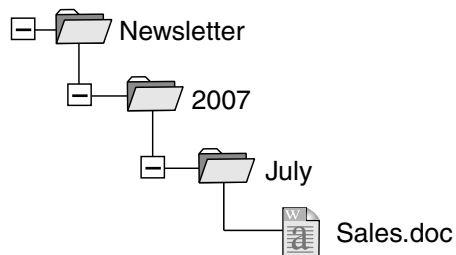
Which of the following represents the directory path for this file?

(A)   /July/2007/Newsletter/Sales.doc

(B)   /Newsletter/2007/July/Sales.doc

(C)   Sales.doc/July/2007/Newsletter

(D)   Sales.doc/Newsletter/2007/July

3   An image on page one of a document is to be repeated on page three of the same document.

Which of the following would enable this to happen?

(A)   Cut and paste

(B)   Copy and paste

(C)   Move the image

(D)   Format the image

4   The manager of a company sends an email with a text document attached. The formatting needs to be maintained.

Which of the following would be the most appropriate file format to use?

(A)   RTF

(B)   PNG

(C)   JPG

(D)   TXT

5   What is the primary role of a file server?

(A)   To manage internet access

(B)   To manage the printing of files

(C)   To provide access to and storage of files

(D)   To allow users to log off a network

6   An advertising department has just purchased a replacement toner cartridge.

What would the toner cartridge be classified as in the inventory?

(A)   Capital

(B)   Consumable

(C)   Hardware

(D)   Software

7 While installing a new workstation in the sales department, you notice a power point with exposed electrical wires.

What is the first thing you should do in this situation?

(A) Use another power point.

(B) Repair the power point yourself.

(C) Report the problem to your supervisor.

(D) Provide warning signs in order to isolate the problem.

8 Which of the following details would normally be found on a facsimile (fax) cover sheet and not on other forms of communication?

(A) To

(B) Date

(C) From

(D) Number of pages in total

9 Which of the following interfaces is used to power a peripheral device?

(A) SCSI

(B) USB

(C) Parallel

(D) Infra-red

10 The company you work for requires you to install only specified features of a software package.

Which of the following installation options would be most appropriate?

(A) Custom

(B) Full

(C) Portable

(D) Typical

11 One of the file attributes for a particular document is set to 'Read Only'.

Which of the following actions are you NOT able to perform on the document?

(A) Read the file.

(B) Copy and paste to another file.

(C) Save changes to the current document.

(D) Save the current document as a new file.

12 What is the software that runs a computer, including scheduling tasks, managing storage, and handling communication with peripherals?

(A) Driver

(B) Application suite

(C) Operating system

(D) Bluetooth technology

13 Which of the following lists contains only graphic file formats?

(A) GIF, JPEG, DIF

(B) PNG, GIF, JPEG

(C) JPEG, TIFF, DIF

(D) TIFF, DIF, PNG

14 The following spreadsheet contains sales figures.

	A	B	C	D	E
1	SALES FIGURES 2006				
2					
3		Jan	Feb	Mar	Apr
4	Sydney	250	350	260	300
5	Brisbane	330	400	380	290
6	Perth	150	180	200	210
7					

Which of the following charts best represents the range A3:E6?

(A)

(B)

(C)

(D)
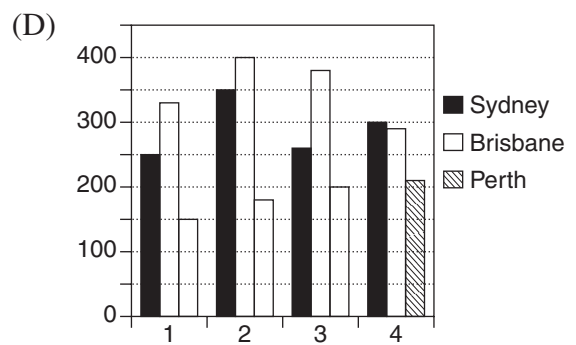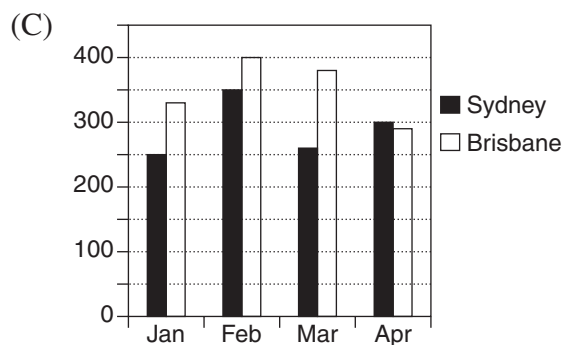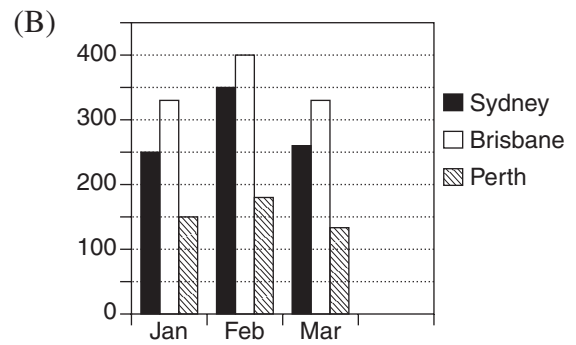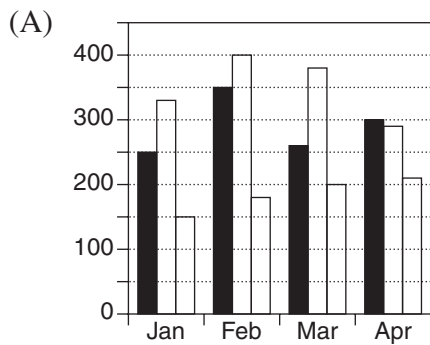
15   The following document has been formatted according to a company's style guide.

"If you wish to see the south coast at its best then travel there during autumn. The countryside is a lush green and the displays from the deciduous trees make the short trip from Sydney well worthwhile." | 1 |

WHEN LESS IS SOMETIMES MORE | 2 |

Kiama | 3 |

Kiama, approximately two and half hours from Sydney, is a quiet coastal town with some interesting landmarks. Famous for its "Blowhole" found at the end of the main street, Kiama also plays host to a more spectacular natural phenomenon, the Little Blowhole. | 4 |

In the extract, which of the following numbers identifies a Heading 2 style?

(A)   1

(B)   2

(C)   3

(D)   4

BLANK PAGE

Information Technology

Centre Number

Student Number

Section II

35 marks
Attempt Questions 16–19
Allow about 45 minutes for this section

Answer the questions in the spaces provided.

Marks

Question 16 (10 marks)

(a)   Define the following:

    (i)   *occupational health and safety*   **1**

....

....

    (ii)   *hazard*   **1**

....

....

    (iii)   *ergonomics*   **1**

....

....

(b)   Explain ONE measure that could be adopted to minimise *occupational over-use syndrome*, otherwise known as *repetitive strain injury* (RSI).   **3**

....

....

....

....

....

....

– 9 –

Question 16 (continued)

(c)   You are required to set up a room for a seminar. The diagram shows the layout   **4**
      of the room.

Room Layout

Screen

Double power outlet

Door
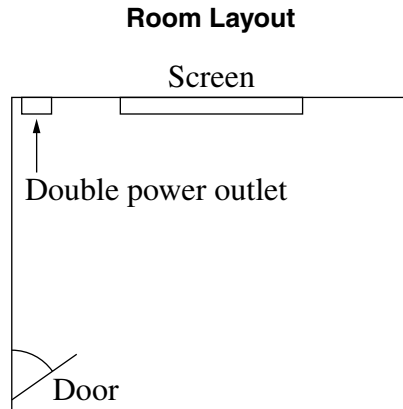
The seminar requires:

• 1 data projector

• 1 PC for the data projector

• 4 PCs for participants' use during the seminar

• 20 chairs.

Analyse TWO potential hazards in the layout of this room.

....

....

....

....

....

....

....

....

End of Question 16

Question 17 (9 marks)

The following spreadsheet template is used by Abstract Data Pty Ltd as an invoice to calculate a customer's bill.

| File | Edit | View | Insert | Format | Tools | Table | Window | Help |

D4 ▼ =$B$11*C4

	A	B	C	D	E
1	**Abstract Data Pty Ltd**				
2					
3	**Item No**	**Item**	**Cost**	**GST**	**Sub-Total**
4				=$B$11*C4	
5					
6					
7					
8					
9					
10					
11	**GST**	10%			

(a) From the spreadsheet, identify an example of each of the following:

(i) *label* **1**

(ii) *data* **1**

(iii) *formula* **1**

(b) The formula in cell D4 is copied and then pasted into cell D10. **2**

What formula will be applied in cell D10?

....

(c) Identify and assess TWO reasons why Abstract Data Pty Ltd uses a template. **4**

....

....

....

....

....

....

....

....

BLANK PAGE

Section II (continued)

Centre Number

Student Number

Marks

Question 18 (8 marks)

Your company has recently purchased a printer/scanner multi-function device. You have been given the task of unpacking and installing this device.

(a)   Identify THREE items of information that may be provided with the device relating to installation.   **3**

    ....

    ....

    ....

(b)   Having inspected the device you discover a sticky residue on the glass plate.   **2**

    Recommend ONE appropriate source of information you could refer to in order to deal with this problem.

    ....

    ....

    ....

(c)   The device and the computer have both parallel and USB interfaces available.   **3**

    Identify the most appropriate interface to use and provide TWO justifications for your answer.

    ....

    ....

    ....

    ....

    ....

    ....
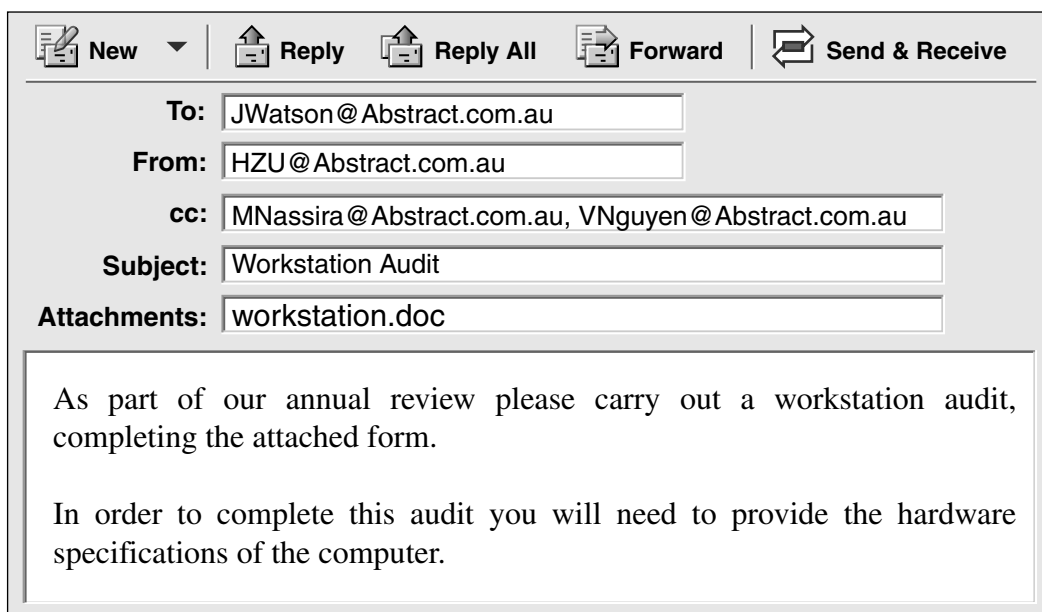
BLANK PAGE

Section II (continued)

Question 19 (8 marks)

Please turn over

Question 19 (8 marks)

This email was sent by the manager of Abstract Data's IT Department.

To:	JWatson@Abstract.com.au
From:	HZU@Abstract.com.au
cc:	MNassira@Abstract.com.au, VNguyen@Abstract.com.au
Subject:	Workstation Audit
Attachments:	workstation.doc

> New ▼ | Reply | Reply All | Forward | Send & Receive

As part of our annual review please carry out a workstation audit, completing the attached form.

In order to complete this audit you will need to provide the hardware specifications of the computer.

(a) How many recipients received this email? **1**

....

(b) Explain a benefit of using an attachment in an email. **2**

....

....

....

(c) Identify THREE hardware specification details that could be included in the audit referred to in the email. **3**

....

....

....

(d) Describe a benefit to the company of identifying hardware specification information. **2**

....

....

....

Information Technology

Section III

30 marks
Attempt TWO questions from Questions 20–22
Allow about 1 hour for this section

Answer each question in a SEPARATE writing booklet. Extra writing booklets are available.

In your answers you will be assessed on how well you:
- ■ demonstrate relevant knowledge and understanding
- ■ communicate ideas and information, using precise industry terminology and appropriate workplace examples
- ■ organise information in a well-reasoned and cohesive response
- ■ solve proposed issues or problems

Question 20 (15 marks)

You work in the IT support section of an organisation. Your manager is concerned about the large number of support requests related to simple technical problems at the user workstation level.

Write a memo to all staff identifying possible problems and describing procedures to minimise support requests related to the following areas:

- accessing the organisation's network

- workstation ergonomics

- file storage (media, location)

- basic peripheral device maintenance.

Please turn over

In your answers you will be assessed on how well you:
- demonstrate relevant knowledge and understanding
- communicate ideas and information, using precise industry terminology and appropriate workplace examples
- organise information in a well-reasoned and cohesive response
- solve proposed issues or problems

Question 21 (15 marks)

Able Communications is in the process of upgrading the software on its networked workstations. Some of these workstations contain earlier versions of the software and the company wishes to standardise the latest version across all workstations.

Write a report to management analysing the process of upgrading software with reference to the following:

- system requirements
- software versions and compatibility
- licence conditions
- system integrity.

Question 22 (15 marks)

Your supervisor has asked you to deliver a training course to office staff on database packages.

Write a report to the supervisor that defines and evaluates the following database application functions to be covered in the course.

- Forms
- Queries
- Reports
- Relationships.

End of paper