

Teveta

Certificate in computer studies

TQF 4 examinations

November/December 2014

Subject: information technology & office productivity software

Time allowed: 3 hours

Total marks: 100%

Pass mark: 50%

Instructions to candidate

1. Write your Examination Number and National Registration Card Number on the Answer booklet.
2. There are two sections in this paper.
3. Attempt any two questions from Section A.
4. Attempt any three (3) questions from Section B.
5. All questions carry equal marks.
6. Cell-phones and programmable calculators are not allowed in this examination room.

SECTION A

This section is compulsory. Attempt all questions

QUESTION ONE

Write brief notes on the following terms:

- (a) Mail merge (3 marks)
- (b) Email (3 marks)
- (c) ISP (3 marks)
- (d) Skype (3 marks)
- (e) Video conferencing (4 marks)
- (f) Facebook (4 marks)

QUESTION TWO

Describe the following features of a word processor:

- (a) Spelling and Grammar check (4 marks)
- (b) Find and replace (4 marks)
- (c) Thesaurus (4 marks)
- (d) Word count (4 marks)
- (e) Print (4 marks)

QUESTION THREE

- (a) Describe the following automatic input devices.
 - (i) EFTPOS (Electronic Fund Transfer at point of Sale) (3 marks)
 - (ii) MICR (Magnetic Ink Character recognition) (3 marks)
 - (iii) Digital scanner (3 marks)
- (b) Describe the stages of the information Processing Cycle (8 marks)
- (c) List any three (3) types of storage media that you would use to keep your confidential data. (3 marks)

SECTION B

Choose any three (3) questions from this section

QUESTION THREE

Mr. Big Spender has four (4) wives and a new girlfriend. Each month he gives them money as shown below:

First Wife, 800

Second Wife, 700

Third Wife, 600

Fourth Wife, 900

New Girlfriend, K2000

- (a) Enter the above information into your spreadsheet program (8 marks)
- (b) Using an in-built function, calculate the total he spends every month (4 marks)
- (c) In order to avoid fights among them, he wants to share the same amount on them. Calculate the average he should be spending each month on all of them (2 marks)
- (d) Make a Bar chart and a Pie chart to help Mr. Big Spender understand who gets more of his money (6 marks)
- (e) Save this file as 'Big Spender' (2 marks)

QUESTION FOUR

MS WORD

Load your word processor and answer and then perform the tasks below:

ETHICAL ISSUES IN INFORMATION TECHNOLOGY

Ethics is a branch of philosophy concerned with conduct, the determination of the good and bad, the right and wrong (Encyclopaedia international).

New technologies for gathering, storing, manipulating and communicating data are revolutionizing the use and spread of information. Along the way, they are also creating ethical dilemmas. The speed and efficiency of electronic information systems force people to confront entirely new rights and responsibilities in their use of information and to reconsider standard of conducts shaped before the advent of computers.

THE IMPORTANCE OF INFORMATION

Information is a source of power and increasingly the key to prosperity among those with access to it. Consequently developments in information technology also involve social and political relationships, and so make ethical considerations in how information is used all the more important. Electronic systems now reach into all levels of government, commercial work places and into private lives to such an extent that even people without access to these systems are affected in significant ways by them.

Ethics fill the gap as legal decisions lag behind technology. Ethics fills the gap as people negotiate how the use of electronic systems should proceed.

Ethics include moral choice made by individuals in relation to the rest of the community, standards acceptable behavior and rules governing members of a profession.

The broad issues relating electronic information systems include control of and access to information, privacy and misuse of data and international considerations.

- (a) Type the passage above (8 marks)
- (b) Use 12 as the font size (1 mark)
- (c) Set Agency FB as the font (1 mark)
- (d) Use justified alignment (2 marks)
- (e) Set 1.5 as the line spacing (2 marks)
- (f) Set page margins at 2cm, for Left, Right and bottom margins, then 3cm for the top margin (4 marks)
- (g) Insert a water mark with words, 'URGENT' (2 marks)
- (h) Save the file as Computer Ethics (2 marks)

QUESTION FIVE

MS PUBLISHER

Create a Valentines Card to your loved one using templates available in your publishing package. Compose a short poem and apply your creativity to make it beautiful

(20 marks)

QUESTION SIX

MS ACCESS

Create the following table in design view

(2 marks)

MAN NO	FULL NAMES	DEPARTMENT	POSIIION	SEX	QUALIFICATION

Set the appropriate field as the primary key

(2 marks)

Create a form and use it to enter 10 records

(10 marks)

Create a report for the data you have entered and print it out

(6 marks)

QUESTION SEVEN

MS POWERPOINT

Create a PowerPoint presentation of 6 slides promoting the use of computers and internet facilities in school in the rural part of Zambia

(20 marks)