1. **Explain** the difference between open source software and freeware [2]

2. (a) **State** what is meant by utility software. [1]

(b) **State** and **explain two** examples of utility software used to protect a desktop   
computer from attacks by malicious code. [6]

3. A coffee shop owner is looking for some new software to run on her existing till.

(a) **Describe three** factors the owner should consider when selecting the new   
application software. [6]

(b) The owner wants the new till software to be ‘off the shelf’.   
**State** what is meant by off-the-shelf software. [1]

(c) **Compare** off-the-shelf software to bespoke software for the needs of   
the coffee shop. [4]

[Total 20 marks]