

Information and Digital Technology

Web and software applications

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- NESA approved calculators may be used
- Write your Centre Number and Student Number at the top of pages 13, 15 and 17

Total marks: 80

Section I – 20 marks (pages 2–9)

- Attempt Questions 1–20
- Allow about 20 minutes for this section

Section II – 30 marks (pages 13–17)

- Attempt Questions 21–26
- Allow about 50 minutes for this section

Section III – 15 marks (page 19)

- Attempt Question 27
- Allow about 25 minutes for this section

Section IV – 15 marks (page 20)

- Attempt Question 28
- Allow about 25 minutes for this section

Section I

20 marks

Attempt Questions 1–20

Allow about 20 minutes for this section

Use the multiple-choice answer sheet for Questions 1–20.

1 What does this symbol represent?



- A. Battery
 - B. Bluetooth
 - C. Volume
 - D. Wi-Fi
- 2 Which of the following is the safest way to place an electrical extension lead across a walkway?
- A. Place a mat over the extension lead
 - B. Attach a warning sign to the extension lead
 - C. Stick the extension lead to the floor
 - D. Suspend the extension lead above head height
- 3 Which of the following is an example of an open source operating system?
- A. iOS
 - B. Linux
 - C. MacOS
 - D. Windows

4 A network computer needs to be booted remotely.

Which of the following would enable this to occur?

- A. Standby
- B. Event viewer
- C. Task manager
- D. Wake-on-LAN

5 A desktop computer seems to be operating normally, but the lights on the network interface card are not lit.

What is the most likely cause of this problem?

- A. The internet is down.
- B. The CMOS battery is faulty.
- C. The network cable is unplugged.
- D. The power supply of the computer is faulty.

6 Water was found on the floor in the office kitchen. A staff member has mopped up this spill.

Which risk control measure has been used?

- A. Administration
- B. Elimination
- C. Engineering
- D. Isolation

7 Employees in an organisation are frequently being interrupted with a fake pop-up alert message, even when not using a browser. The company's computers are regularly scanned with antivirus software.

Which of the following is most likely to overcome this problem?

- A. Perform a disk cleanup
- B. Defragment the hard disk
- C. Run a real-time virus scan
- D. Update the virus definitions

- 8** What is virtual memory?
- A. RAM allocated to a graphics card
 - B. Memory that is only used to store text
 - C. High speed memory installed on the motherboard
 - D. An area of the hard disk that is used to simulate RAM
- 9** What is a benefit for an IT professional of achieving vendor certification?
- A. It is attractive to a broader range of employers.
 - B. It will not be outdated when software versions change.
 - C. It demonstrates detailed knowledge of a particular vendor's product.
 - D. It shows flexibility and diversity in handling products from different vendors.
- 10** A business generates new files each day and their data is backed up every night. The system failed on Friday morning and all data was lost. The organisation was able to recover all data using only the most recent Monday and Thursday night backups.
- What combination of backup methods is being used?
- A. Full and differential
 - B. Full and incremental
 - C. Partial and differential
 - D. Partial and incremental
- 11** You need to use automatic calculations in preparing a budget.
- Which software application should be used?
- A. Spreadsheet
 - B. Presentation
 - C. Word processing
 - D. Desktop publishing

12 Which of the following will allow access to the most up-to-date version of another file from within your document?

- A. Embedding
- B. Hyperlinking
- C. Scrolling
- D. Searching

13 A business wishes to use an image obtained from a website.

When can this image be legally reproduced?

- A. If the copyright symbol is removed
- B. If a licence fee is paid to the government
- C. If it is to be used by non-profit organisations
- D. If permission is granted by the copyright owner

14 A colleague has asked you to review a document and suggest improvements.

Which of the following would be the most useful tool to provide this feedback?

- A. Mail merge
- B. Track changes
- C. Table of contents
- D. Automatic referencing

Use the following spreadsheet to answer Questions 15–17.

	A	B	C	D	E	F	G	H	I
1	Daily Fact or Fiction Quiz								
2	Name		9-Oct	10-Oct	11-Oct	12-Oct	13-Oct	Total	
3	Aditi	A.	1	1	1			3	
4	Amie	W.	1			1	0	2	
5	Andrew	M.	1	1	1	1	1	5	
6	Candice	C.	0		0	0	0	0	
7	Carina	P.	0	1	1	1		3	
8	Colin	J.	1					1	
9	Number of players		6	3	4	4	3		
10									

15 How many rows contain merged cells?

- A. 1
- B. 3
- C. 6
- D. 9

16 Which of the following could be the formula in C9?

- A. = SUM(C3 : C8)
- B. = MAX(C3 : C8)
- C. = COUNT(C3 : C8)
- D. = AVERAGE(C3 : C8)

17 What needs to be adjusted in order to print only the student names (A3:B8)?

- A. Print area
- B. Page setup
- C. Print quality
- D. Range of pages

18 Consider the following html code.

```
<h1>Web Page</h1>
<ol>
  <li>Orders</li>
  <li>Catalogue</li>
</ol>
```

Which of the following would be produced by this code?

A. Web Page

- Orders
- Catalogue

B. Web Page

1. Orders
2. Catalogue

C. **Web Page**

- Orders
- Catalogue

D. **Web Page**

1. Orders
2. Catalogue

19 Which of the following has the link to an external cascading style sheet in the correct place?

A.

```
<html>
  <head>
    <link>
  </head>
  <body>
    <p>
    </p>
  </body>
</html>
```

B.

```
<html>
  <head>
  </head>
  <body>
    <p>
      <link>
    </p>
  </body>
</html>
```

C.

```
<html>
  <head>
  </head>
  <body>
    <link>
    <p>
    </p>
  </body>
</html>
```

D.

```
<html>
  <link>
  <head>
  </head>
  <body>
    <p>
    </p>
  </body>
</html>
```

- 20 The following is an extract from a spreadsheet used by a company to record its sales data each day.

	A	B	C	D	E	F
1	Sales Data					
2	January – February					
3	Number of rows:	672				
4						
5	Date	Salesperson	Appliance	Quantity	Unit cost (\$)	Sales (\$)
6	Mon, 02 Jan 2017	John	Washing machine	5	950	4750
7	Mon, 02 Jan 2017	John	Dishwasher	5	1100	5500
8	Mon, 02 Jan 2017	John	Microwave	14	270	3780
9	Mon, 02 Jan 2017	Quon	Washing machine	5	950	4750
10	Mon, 02 Jan 2017	Quon	Dishwasher	13	1100	14300
11	Mon, 02 Jan 2017	Quon	Microwave	14	270	3780
12	Mon, 02 Jan 2017	Quon	Refrigerator	7	1499	10493
13	Mon, 02 Jan 2017	Margaret	Washing machine	12	950	11400
14	Mon, 02 Jan 2017	Margaret	Dishwasher	5	1100	5500
15	Mon, 02 Jan 2017	Margaret	Refrigerator	4	1499	5996
16	Tues, 03 Jan 2017	John	Dishwasher	13	1100	14300
17	Tues, 03 Jan 2017	John	Microwave	14	270	3780
18	Tues, 03 Jan 2017	John	Refrigerator	9	1499	13491

The following pivot table was created to make it easier to visualise how its sales team was performing.

	A	C	D	E	F
1					
2					
3	SALES				
4	Appliances by month	John	Margaret	Quon	
5	<input type="checkbox"/> Dishwasher	314600	327800	357500	1350800
6	Jan	181500	173800	179300	710600
7	Feb	133100	154000	178200	640200
8	<input type="checkbox"/> Microwave	84780	74520	89370	332370
9	Jan	50220	37800	46980	183870
10	Feb	34560	36720	42390	148500
11	<input type="checkbox"/> Refrigerator	469187	421219	427215	1794303
12	Jan	235343	227848	229347	942871
13	Feb	233844	193371	197868	851432
14	<input type="checkbox"/> Washing machine	281200	227050	296400	1140950
15	Jan	138700	137750	137750	580450
16	Feb	142500	89300	158650	560500
17	Grand total	1149767	1050589	1170485	4618423

Question 20 continues on page 9

Question 20 (continued)

Which of the following shows the correct settings used to create the pivot table?

A.

Pivot Table Field List

Choose fields to add to report:

- Date
- Salesperson
- Appliance
- Quantity
- Unit cost
- Sales
- Months

Drag fields between areas below:

Report Filter: [Empty]

Column Labels: Salesperson

Row Labels: Appliance, Months

Values: Sum of Sales

B.

Pivot Table Field List

Choose fields to add to report:

- Date
- Salesperson
- Appliance
- Quantity
- Unit cost
- Sales
- Months

Drag fields between areas below:

Report Filter: [Empty]

Column Labels: Appliance, Months

Row Labels: Salesperson

Values: Sum of Sales

C.

Pivot Table Field List

Choose fields to add to report:

- Date
- Salesperson
- Appliance
- Quantity
- Unit cost
- Sales
- Months

Drag fields between areas below:

Report Filter: [Empty]

Column Labels: Salesperson

Row Labels: Appliance, Months

Values: Sum of Sales

D.

Pivot Table Field List

Choose fields to add to report:

- Date
- Salesperson
- Appliance
- Quantity
- Unit cost
- Sales
- Months

Drag fields between areas below:

Report Filter: [Empty]

Column Labels: Appliance, Months

Row Labels: Salesperson

Values: Sum of Sales

End of Question 20

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Section II

30 marks

Attempt Questions 21–26

Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

Question 21 (8 marks)

- (a) What is the purpose of a file extension? Provide an example. **2**

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- (b) Outline TWO accessibility features of an operating system. **2**

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- (c) Explain, using examples, the effect that the convergence of technologies has had on the ICT industry. **4**

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Question 22 (2 marks)

Describe the role of SafeWork NSW (formerly WorkCover NSW).

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Question 23 (5 marks)

(a) Explain how a business may be affected by malicious software.

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(b) A user reports that they cannot log on to the network.

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What troubleshooting steps should be taken to resolve this issue?

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Section II (continued)

Question 24 (8 marks)

- (a) How may the Australian Computer Society (ACS) Code of Ethics be applied to the use of commercial software packages? 2

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- (b) What does FTP stand for and what is its purpose? 2

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- (c) Tony has just updated his word processing software. However, he is frustrated with the new features and has trouble locating the functions that he frequently uses. 4

Suggest a range of sources where Tony may be able to obtain support for his problems and justify your answer.

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Section II (continued)

Question 25 (3 marks)

A business has just completed the development of its new website.

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Why is it important for the website to be tested prior to its launch?

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Question 26 (4 marks)

Contrast the uses of HTML coding and WYSIWYG authoring tools in producing a website.

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Information and Digital Technology

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Section III

15 marks

Attempt Question 27

Allow about 25 minutes for this section

Answer the question in a writing booklet. Extra writing booklets are available.

Question 27 (15 marks)

A large web design business wants to streamline its operations and improve the presentation of its documents.

- (a) Why are conventions for naming and saving files important for this company? **3**
- (b) Explain how formatting features may be used to improve the structure and visual appeal of text in this company's documents. **4**
- (c) How can templates and document automation be used to improve both document presentation and efficiency of document production? Support your answer with examples. **8**

Please turn over

Section IV

15 marks

Attempt Question 28

Allow about 25 minutes for this section

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

Your answer will be assessed on how well you:

- demonstrate knowledge and understanding relevant to the question
 - communicate ideas and information using relevant workplace examples and industry terminology
 - present a logical and cohesive response
-

Question 28 (15 marks)

A large manufacturer of ICT components employs people from diverse cultural backgrounds as well as people with disabilities. The company operates 24 hours a day, 6 days a week, requiring staff to undertake shift work.

A recent evacuation drill highlighted a number of serious concerns at this workplace. It was noted that a large number of staff members were unaware of their responsibilities. People, including managers and visitors, were unaccounted for. People with disabilities had difficulty evacuating.

Recommend and justify ways in which this organisation can raise awareness among its entire staff on the importance of consultation and participation in work health and safety processes.

End of paper