



NSW Education Standards Authority

2018 HIGHER SCHOOL CERTIFICATE EXAMINATION

Information and Digital Technology

Web and software applications

General Instructions

- Reading time – 5 minutes
- Working time – 2 hours
- Write using black pen
- Calculators approved by NESA may be used
- Write your Centre Number and Student Number at the top of pages 9, 13 and 15

Total marks: 80

Section I – 20 marks (pages 2–8)

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

Section II – 30 marks (pages 9–17)

- 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

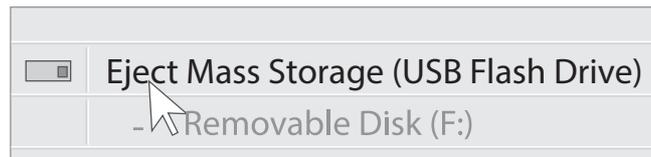
20 marks

Attempt Questions 1–20

Allow about 20 minutes for this section

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

- 1 A screenshot of the notification area of an operating system is shown.



Why is it necessary to eject the mass storage device before removing it?

- A. To restore the CPU speed
 - B. To allow the computer to shut down
 - C. To reduce the chance of corrupting files
 - D. To minimise physical damage to the storage device
- 2 Your supervisor has asked you to mop up a spill of water next to a workstation.
- What is this an example of in the risk control hierarchy?
- A. Elimination
 - B. Isolation
 - C. Modification
 - D. Substitution
- 3 Which of the following contains minimum wages and conditions across the ICT industry?
- A. Agreement
 - B. Award
 - C. Certification
 - D. Contract

- 4 In which of the following is an employee most likely to be accessing an intranet?
- A. Purchasing stationery online
 - B. Using a mobile app to order pizza delivery
 - C. Keeping in contact with clients via social media
 - D. Viewing company documents on a work computer

- 5 An employee was not promoted because she is pregnant.

Which of the following has been violated?

- A. Code of conduct
 - B. Equal employment legislation
 - C. Anti-discrimination legislation
 - D. Workplace anti-bullying policy
- 6 What is the purpose of a safety data sheet (SDS)?
- A. It outlines safe methods for moving heavy objects.
 - B. It provides critical information about hazardous chemicals.
 - C. It states the maximum temperature at which a computer can be safely operated.
 - D. It specifies the safe power level that needs to be provided for each electrical device.

7 Which electrical test tag contains all of the information required by SafeWork NSW guidelines?

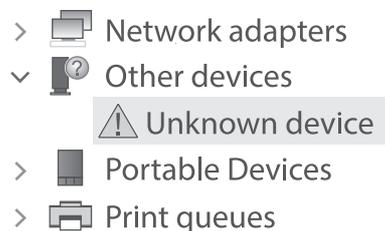
A. **Electrical Test Tag**
Test date: _____
 Result: _____
Tester name: _____
Next test date: _____

B. **Electrical Test Tag**
Equipment description: _____
 Result: _____
Tester name: _____
Next test date: _____

C. **Electrical Test Tag**
Test date: _____
 Result: _____
Tester name: _____
Serial No: _____

D. **Electrical Test Tag**
Test date: _____
 Result: _____
Equipment description: _____
Equipment location: _____

8 A screenshot of a device manager indicating an issue with an unknown storage device is shown.



Which of the following would correct the issue?

- A. Rename the device
- B. Restart the computer
- C. Install the correct device driver
- D. Connect the device using a HDMI cable

9 Which of the following file attributes would have been changed during a full backup process?

- A. Archive
- B. Hidden
- C. Read-only
- D. System

10 When would the factory recovery partition on a computer be used?

- A. To install a new driver
- B. To recover deleted emails
- C. To recover corrupted user files
- D. To reinstall the operating system

11 Which tool has been used to create the following paragraph layout?

This unit describes the skills and knowledge required to work and communicate effectively within organisational policies and governance arrangements, using information and communication technology (ICT) systems, equipment and software.

- A. Centre
- B. Justified
- C. Align left
- D. Align right

12 Which of the following control or command shortcut letters can be used to paste text into a page?

- A. C
- B. P
- C. V
- D. X

Use the following spreadsheet to answer Questions 13–15.

	A	B	C	D	E	F	G
1	To do list						
2	% done ▾	Subject ▾	Type ▾	Due date ▾	Status ▾		Types of task
3	100%	English	Homework ▾	3-May-18	Complete		Assignment
4	50%	IDT	Exam ▾	8-May-18	Incomplete		Exam
5	75%	Maths	Assignment ▾	10-May-18	Incomplete		Homework
6	0%	SDD	Assignment ▾	14-May-18	Incomplete		
7	25%	IPT	Assignment ▾	23-May-18	Incomplete		
8	0%	Maths	Exam ▾	28-May-18	Incomplete		
9							

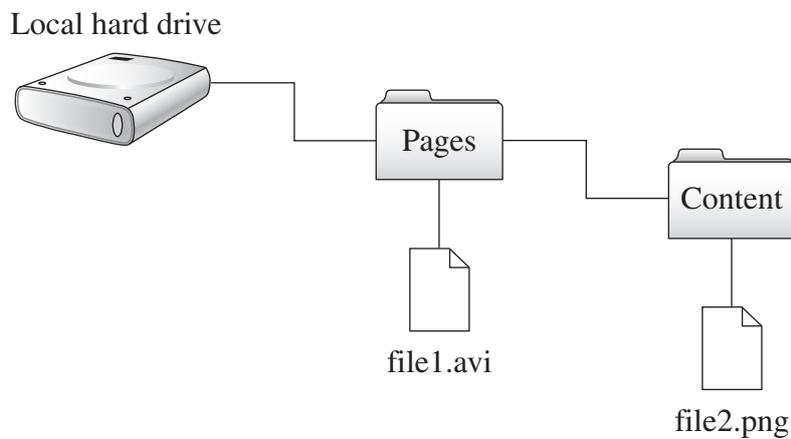
- 13** Which column heading has been used to sort this spreadsheet?
- % done
 - Subject
 - Due date
 - Types of task
- 14** Which of the following could be a formula for E3?
- =IF(A3>75%, 1, 0)
 - =IF(A3=100%, 0, 1)
 - =IF(A3>75%, "Incomplete", "Complete")
 - =IF(A3=100%, "Complete", "Incomplete")
- 15** Which of the following identifies the source of the dropdown list in C7?
- C2:C5
 - C3:C5
 - G2:G5
 - G3:G5

16 An unwanted blank page has been printed at the end of a word-processed document.

Which of the following would be the most likely cause?

- A. The printer has a faulty driver.
- B. The font at the end of the document was reduced.
- C. The enter key has been pressed at the end of the document.
- D. The print page range was greater than the number of pages in the document.

17 This diagram represents part of a file structure used in the development of a website.



Which path would lead to a graphics file?

- A. C:\pages
- B. C:\pages\content
- C. http://pages
- D. http://pages/content

18 Which of the following would enable a file to be used with the broadest range of word-processing software while maintaining some formatting?

- A. Save as .RTF format
- B. Save as .TXT format
- C. Export as a .DOC file
- D. Export as a .CSV file

- 19 Part of a word-processed document is shown.

<p>The quick brown fox jumps over the lazy dog. The quick brown fox jumps over the lazy dog.</p>
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The 'Enter' key and the tab key were not pressed in creating the above text.

Which ruler layout would achieve the formatted text shown?

- A. 
- B. 
- C. 
- D. 

- 20 A heading in a website has been modified as shown.

Before	After
<p>Information Digital Technology</p>	<p>Information Digital Technology</p>

Which of the following cascading style sheet (CSS) code has been used to modify the appearance of the text?

- A. `body { color: black;
font-style: italic;
font-size: 60px;
direction: ltr }`
- B. `body { color: black;
font-style: bold
font-size: 16px;
direction: ltr }`
- C. `body { color: black;
font-style: italic;
font-size: 16px;
direction: rtl }`
- D. `body { color: black;
font-style: bold;
font-size: 60px;
direction: rtl }`

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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 (5 marks)

A company is planning to start a new initiative to reduce its use of energy and resources.

- (a) Identify TWO workplace practices that can be used to support this initiative. **2**

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- (b) Outline TWO types of communication that could be used in the workplace to promote this initiative. **3**

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Question 22 (3 marks)

A web design business has a file server and 20 workstations.

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Explain why an uninterruptible power supply (UPS) would be recommended for this business.

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Question 23 (7 marks)

The image shows a workspace.



- (a) Eyestrain has been identified as an issue with this workspace.

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How could this issue be corrected?

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- (b) Identify one other work health and safety (WHS) issue with this workspace and provide a solution.

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Question 23 continues on page 12

Question 23 (continued)

- (c) Using examples, justify the use of an adjustable standing desk instead of a conventional fixed desk and chair. **4**

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End of Question 23

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Section II (continued)

Question 24 (3 marks)

A business is opening a new store. It has a spreadsheet containing the names and addresses of 100 customers. It wants to send an invitation to each customer including the customer's name and address.

3

Explain how this can be achieved using a mail merge.

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Please turn over

Question 25 (6 marks)

- (a) A business has received feedback about the inconsistent formatting of its documents. **3**

How can this issue be addressed by the business using word-processing tools?

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- (b) List the steps in creating an automatic table of contents. **3**

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Section II (continued)

Question 26 (6 marks)

Please turn over

Question 26 (6 marks)

- (a) Outline TWO ways to enhance the accessibility of a website. **2**

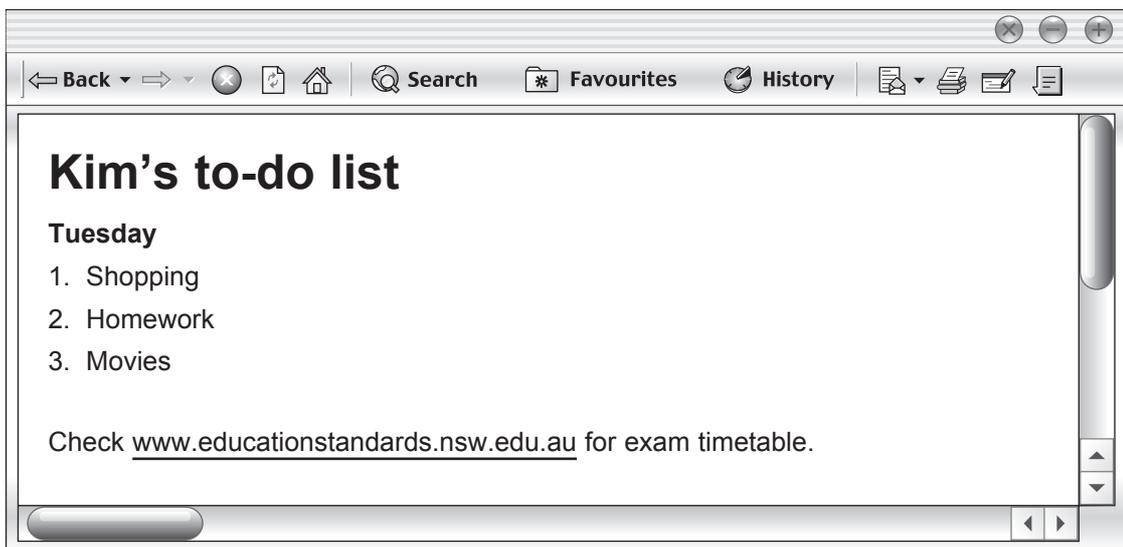
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- (b) The screenshot shows a webpage. **4**



Question 26 continues on page 17

BLANK PAGE

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)

Seashore High School has received feedback from students and the community that their current website is hard to navigate, slow to load, difficult to locate the latest content and contains broken links. The school has engaged a website designer to update the website.

- (a) Outline the benefits to the school of using a web authoring software package to update the website. **3**
- (b) Discuss TWO methods that the school could use to upload files to a web server hosted by an external provider. **4**
- (c) Recommend ways of resolving the issues with the website and improving its performance. Justify your recommendations. **8**

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 small business is experiencing trouble with its computers. Its employees have complained that their computers are running slow, have annoying pop-ups, make sparking noises and are losing data. There have also been reports that email attachments sent by the employees contained viruses.

Justify strategies that the business could adopt to address these issues.

End of paper