|  |  |
| --- | --- |
|  |  |

**N5 COMPUTER PRACTICE**

**EXAMPLE EXAM PAPER 2**

**MEMORANDUM**

**The question paper consists of 19 page**

|  |
| --- |
|  |

Student Number:

Date:

Examination number:

**SECTION A [80]**

Open the document **Paper Introductory Section A Theory.docx** and save this document as **SectionA yourexamnumber.docx** (1)

Answer all the questions in this section using the electronic version of the question paper that will also represent your answer sheet.

Print your answers OR save your answers and share the file with, or send the file to the lecturer.

**QUESTION 1 [4]**

Enter the following to this document at the top of the page:

1.1 Add your student number, the date, and your examination number details to the top section of this page. (2)

1.2 Format your examination number only to bold. (1)

**QUESTION 2 [13]**

**Instructions**:

1. Answer the multiple-choice questions: Type or choose the correct answer to the questions below;

"*Click or tap here to enter text"* or "*Choose an item*" in the space provided or choose correct answer from drop-down list.

2. Change the font colour to **red** when you enter the letter or text to complete the answers. Use the *Format Painter* to copy the colour to all answers.

3. Save the answer file as **SectionA yourexamnumber.docx**

**Examples:**

Click Choose an item. or Click or tap here to enter text. for answers to be typed in.

This document was created in MS Word. Click on *Choose an item* and click on your answer.

Answer: *True*

To shut down a computer means: Click on *Click or tap here to enter* text and type the answer.

Answer: *To close all open programs and turn off the computer.*

Indicate whether the following statements are true or false.

2.1 The CPU is basically the same as a disk drive.

**Answer:** False (1)

2.2 MS Word is a hardware

**Answer:** False (1)

2.3 Twitter is an online social networking and blogging service

**Answer:** True (1)

2.4 The random-access memory component only stores information when

the computer is switched on.

**Answer**: True (1)

2.5 Open source software works with any operating system and

any hardware platform

**Answer**: True (1)

2.6 Bluetooth is an example of personal area network

**Answer:** True (1)

2.7 In a computer a Trojan Horse is an anti-virus program

**Answer:**. False (1)

2.8 Biometrics is used to measure fingerprints and retina scans for security access. **Answer:** True (1)

2.9 ICT refers to all the technologies that allow us to work and interact effectively in the modern world.

**Answer:** True (1)

2.10 BIOS stands for Biological Internet Operating system.

**Answer:** False (1)

2.11 Does the acronym BYOD stand for bring your own device?

**Answer**: True (1)

2.12 The following e-mail address is valid? jenx [kitty@domain.com](mailto:kitty@domain.com)

**Answer**: False (1)

2.13 When we break a problem down into smaller parts to make it easier it is called a pattern.

**Answer:** True (1)

**QUESTION 3 [13]**

Various options are given as possible answers to the following questions. Answer your question by selecting the letter from the dropdown list.

3.1 The microprocessor was introduced in

A. first generation computers

B. second generation computers

C third generation computers

D. fourth generation computers

**Answer:** D (1)

3.2 Which of the following is not an operating system

A DOS

B Oracle

C Linux

D Windows

E. None of these

**Answer:** B (1)

* 1. Following performs modulation/demodulation

A fibre optic

B modem

C. satellite

D. coaxial cable

**Answer:** B (1)

3.4 The Boolean operators of the Internet are

A. AND, NOT

B. OR, XOR

C. ADJ, AND

D. All of the above.

**Answer**: A (1)

3.5 SLIPstands for?

A. Serial Line Protocol

B. Serial Line Internet Protecting

C. Serial Line Interface Protocol

**Answer:** C (1)

3.6 Primary memory is used by the

A. Core Memory

B. I/O devices

C. CPU

D. User

**Answer:** C (1)

3.7 What is the difference between mnemonic codes and machine codes?

1. There is no difference
2. Machine codes are in binary, mnemonic codes are in shorthand English

C. Machine codes are in shorthand English, mnemonic codes are in binary

D. Machine codes are in shorthand English, mnemonic codes are a high-level language

**Answer:** B (1)

3.8 Programs stored in ROM are called

A. hardware

B. software

C. firmware

D. program

**Answer:** C (1)

3.9 Which of the following is NOT a file extension used for graphic files

A. .png

B. .gif

C. .toff

D. .jpeg

**Answer:** C (1)

3.10 A 32-bit computer would consist of

A. 4 bytes

B. 8 bytes

C. 16 bytes

D. 32 bytes

**Answer:** A (1)

3.11 Ergonomics does not involve ………

**A.** Making sure people are in a comfortable position

**B.** Arranging furniture and equipment

**C.** Reducing strain on the human body

**D.** Adjusting the lighting of an area

**Answer:** A (1)

3.12 All networks can be the target of an attack, especially those that connect to the Internet. This is why it is important to understand and implement basic network security. Select an option you will look at to use or do to keep the network secure:

1. firewall
2. antivirus software
3. use passwords and usernames where necessary
4. understanding BYOD environments and applying all relevant safety requirements
5. All the above

**Answer:** E (1)

3.13 Which one of the following is the correct data type that can store a single character? This includes letters, numbers, and symbols.

A. Real

B. Character

C. String

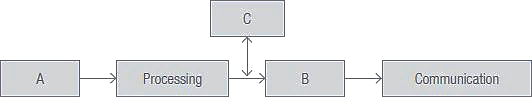
D. Integer

**Answer:** A (1)

**QUESTION 4 [29]**

4.1 Answer the following questions by *click or tap.* Type the answer next to the number **Answer**:

Study the diagram below and answer the questions based on the diagram.



Name the missing stages, as indicated by the letters below: (2)

4.1.1 A: **Answer**: Input

4.1.2 B: **Answer:** Output

4.2 Your lecturer is busy printing out the term class reports. Which stage is this in the information- processing cycle?

**Answer:** Output (1)

4.3 Choose a concept from COLUMN B that matches a description in COLUMN A. Click or tap and type only the letter in Column A. There can be more than one answer to a question. (6)

|  |  |
| --- | --- |
| **Column A** | **Column B** |
| 1. The structures use to store data A | 1. Directories 2. Folders   C. Ctrl + X  D. Ctrl + C  E. Recycle bin  F. Extension  G. File path  H. Files and databases |
| 1. To copy a file, use the D shortcut key on the keyboard |
| 1. Files are stored on a computer inside B or A |
| 1. In Microsoft Windows, all deleted files are first moved to the E |
| 1. The file path always ends with the file F |
| 1. To move a file, you should use the C shortcut key on the keyboard |

4.4 The storage devices are listed in Column A. Choose between one of the following data storage methods: Primary, Secondary, Off-line, Tertiary. In Column B click or tap and choose an item next to the storage device. (*Choose an Item*) (7)

|  |  |
| --- | --- |
| **Column A**  **Storage device** | **Column B/**  **Storage method** |
| HDD | Primary |
| RAM | Primary |
| ROM | Primary |
| USB | Secondary |
| SSD | Primary |
| DVD-RAM | Tertiary |
| CLOUD | Offline |

4.5 There are 6 descriptions of a storage device or media in the table below. (6)

Type the answers in the Answer table below the question.

Type the capital letter in **Column B** that goes with the description in **Column A**.

**Example:**

5.1 G.

5.2 K.

|  |  |
| --- | --- |
| **Description** | **Storage device or media** |
| 4.5.1 Non-volatile memory chip, contents of the chip cannot be altered; often used to store the start-up routines in a computer (e.g. the BIOS) | 1. SSD (solid-state drive) |
| 4.5.2 Optical storage media that allows very high storage capacity by using blue/violet lase technology | B ROM |
| 4.5.3 Volatile memory that stores data, programs and the parts of the opening system that are currently in use | C Blue-ray disc |
| 4.5.4 Optical storage media that uses a single spiral track and uses dual layer technology, allowing high data storage capacity | D RAM |
| 4.5.5 Non-volatile memory device that uses NAND flash memories (which consist of millions of transistors wired in series on single circuit boards) | E DVD-RAM |
| 4.5.6 Optical storage media that uses concentric tracks allowing writing and reading to take place at the same time | F DVD-R(+R) |

**Answers:**

|  |  |
| --- | --- |
| 4.5.1 | B |
| 4.5.2 | C |
| 4.5.3 | D |
| 4.5.4 | F |
| 4.5.5 | A |
| 4.5.6 | E |

4.6Complete the table below by indicating in Column B whether the action in Column A is downloading or uploading. Only write Uploading/Downloading next to the number in

Column B. (4)

|  |  |
| --- | --- |
| **Column A** | **Column B Uploading/Downloading** |
| Putting photos on a Facebook wall | 4.6.1 Uploading |
| Using a torrent to legally download movies | 4.6.2 Downloading |
| Getting music from beemusicplayer | 4.6.3 Downloading |
| Getting a PDF document from the Internet | 4.6.4 Downloading |

4.7 Write down the missing numbers: (*Answer can be in decimal or binary)*

1 Mb = **Answer**: 1000.Kb (1)

1 Tb = …**Answer:** 1 000 000.Mb (2)

1 Terabyte is equal to 1000000 megabytes (decimal).

1 Terabyte is equal to 1048576 megabytes (binary).

**QUESTION 5** **(21)**

Answer the following questions in your own words by clicking the **Text Content Control box** below. ("*Click or tap here to enter text")*

5.1 What is a source code file? Give two examples of a source code file type. (2)

**Answer**:

An example of source code is someone using **HTML** code to create a screen. Code written by a programmer in a high-level language and readable by people but not computers. JAVA.

5.2Briefly discuss the limitations of fixed Internet access, paying particular attention to the South African context. (2)

**Answer:**

Fixed access is usually much faster and reliable than mobile, and is used for connecting homes/offices. Cons: Requires a fixed connection Not usable when at a remote location. Not good for streaming video

5.3 What files can be compressed? (1)

**Answer**:

All types of data are compressible: audio, video, text files, pictures

5.4 Answer the following questions based on the file path below:

C:\My Documents\School\Technology.docx

5.4.1 What is shown in the file path above?

**Answer:** (1)

Root is C: Folder My Documents, subfolder School and File name Technology extension Word document.

5.4.2 To what does “C:\” refer?

**Answer:** Root(1)

5.5 Give four situations where you might encounter computer-based systems in your everyday life

**Answer:**

GPS, ATM machines, cell phones, petrol pumps, portable play stations and all other modern devices that use computer controlling units to conduct peoples featured operations. (4)

5.6 Describe in your own what Ergonomics is and how it can improve overall health. (2)

**Answer**:

Implementing ergonomic solutions can make employees more comfortable and increase productivity. Ergonomics is important because when you're doing a job and your body is stressed by an awkward posture, extreme temperature, or repeated movement your musculoskeletal system is affected.

5.7 Examine the following e-mail carefully and answer the questions that follow: The Homebuyer received the following email with the same address as the Real Estate company.

**From:** ABClittle Co

**Sent:** 14 October 12:15 PM  
**To:** JUnknown12@gmail.com  
**Subject : Deposit required**

Dear Homebuyer

Kindly follow the instructions below and transfer the payment of R200 000.00 due on the house deposit as soon as possible:

Our bank account details are as follows:

ABCIittle Co

Northwest Bank

Account No. 383848484

GREENTOWN

ABCIittle.com

5.7.1 What general name is given to this kind of scam? (1)

**Answer:**

Phishing Check the company e-mail address – it is different and therefore a scam

5.7.2 What will happen when you forward the information to the requested email address?

Name three things. (2)

**Answer:**

It spreads the potential phishing attack. Don't forward the email, as that just spreads the potential phishing attack. If the email claims to be from a company you use, like your bank, gym, medical institution, or online retailer, go to their website and contact them from there.

5.7.3 Motivate why you should check the information on requested payments very carefully. (2)

**Answer:**

Users are urged to look closely at email addresses and all parts of a suspicious email. “Don’t just look at the title of an email and accept it at face value. “Study the actual email address.” Even an email that appears to legitimately ask you to make a payment could be a scam. Calling the company from a previous account or a number on their website to verify what’s in the email is a good idea

**TOTAL SECTION A**

**Section A: Theory Questions 80**

**N5 PAPER 2: SECTION B [120]**

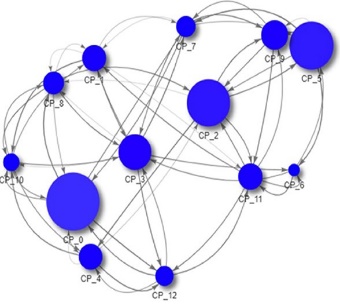
**PRACTICAL**

**QUESTION 6: WORD PROCESSING [18]**

✓✓ Saving doc change heading

✓✓ Insert image resize & move

**What is the future in banking?**



By 2030, banks will be invisible, connected, insights-driven and purposeful. Leading banks will use technology and far deeper customer insight to insert financial services at the customer's moment of need, often at the expense of brand visibility.

Font Type & size

line spacing ✓✓✓

In the new “What's going on in Banking 2020” study, the top five technologies are:

✓✓ Convert text to table

|  |  |  |
| --- | --- | --- |
| 1) | Accounts | Digital account opening; |
| 2) | Payments | P2P payments; |
| 3) | VoIP | Video collaboration/ marketing; |
| 4) | Platform | Cloud computing; and |
| 5) | APIs | Application programming interfaces |

Artificial Intelligence is the future of banking as it brings the power of advanced data analytics to combat fraudulent transactions and improve compliance. AI algorithm accomplishes anti-money laundering activities in few seconds, which otherwise take hours and days. Here’s a look at the how banking technology will change data sharing and the way your money is handled.

✓✓Par headlining’s bold 14 pt

**Blockchain Technology**

Blockchain technology is set to fundamentally transform banking and financial services. It decentralizes financial management from a central authority to a widespread network of computers. Financial transactions are broken down into encrypted packets, or “blocks,” which are then added to the “chain” of computer code and encrypted for enhanced cybersecurity. Because the technology has the potential to improve numerous facets of banking it’s no longer a question of if blockchain will change the banking industry, but when.

**What are the disadvantages of AI?**

✓✓ Del und and add bullets

* High cost of implementation. Setting up AI-based machines, computers, etc.
* Cannot replace humans. It is beyond any doubt that machines perform much more efficiently as compared to a human being.
* does not improve with experience

✓✓Create border correct size

* lacks creativity
* risk of unemployment

World Economic Forum surveys people every year about the biggest problems facing the world. Climate change is the millennial generation's top concern for the third year in a row.

**The cloud**

It is clear that the public cloud will eventually become the dominant infrastructure model, as cloud-based computing is only just getting started. Many financial institutions use cloud-based software-as-a-service (SaaS) applications for their business processes, which might be seen as non-core, such as CRM, HR, and financial accounting.

**Cybersecurity**

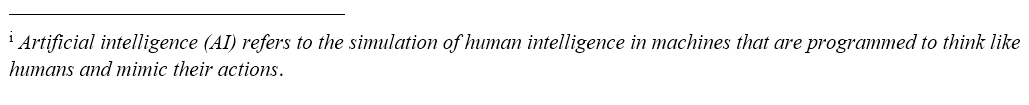
Cyber-threats have had a big impact on the financial services industry and implicates a particular vulnerability to identity theft, fraud, espionage and money laundering. Data breaches and IT crashes have become increasingly common in banks and prove very costly. When a cyberattack hits a financial institution’s online banking services, the average costs are $1.8 million. Significantly, the biggest losses have been distributed among smaller companies, due to less investment in IT security.

**Some tips to avoid being a victim**

✓✓ re-arrange alphabetical and numbering

1. Do not give your card details (card number, the CVV code on the back of the card, expiry date, name on card) to anyone.
2. If you get an OTP on your phone and you are not transacting, call your bank immediately.
3. Make sure that your cell phone is connected to your network so you receive notices of transactions from Discovery Bank.
4. Monitor your account activities through your bank app (check balances and recent purchases).
5. Never give confidential information like your ID number, physical address, cell phone number and email address to people who contact you who cannot prove their identity.
6. Your bank will never ask you to confirm your confidential information over the phone, by email or by SMS.

✓



**QUESTION 7: Word processing Mail merge [17]**

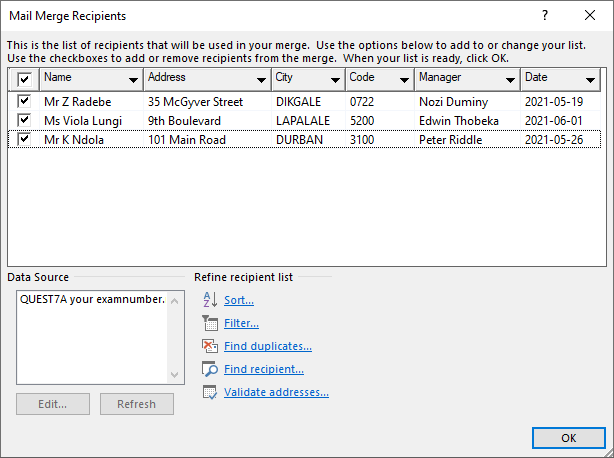
The manager of the company, **GreenTravel** asks you to send the following letters to clients who requested flight information. Use the mail merge function to assist you with your task.

**MEMO**

**QUESTION 7 [17]**

**QUESTION 7A (3)**

**QUEST7A your examnumber.docx**



✓✓✓

**QUESTION 7B (11)**

**Header: ✓**

**Your examination numberQUEST 7B**

**✓** Heading Font, centre bold

**GREEN TRAVEL COMPANY**

Website: www.greentravel.com Private Bag X029

E-mail: green\_world@telkom.net CAPE TOWN

14 October 2020 Insert date ✓

«Address»

Fields correct in document ✓✓

«City»

«Code»

Dear «Name»

Centre & bold ✓✓

**Flight: Johannesburg to Cape Town**

Your e-mail dated «Date» refers to the information regarding the cheapest flights as requested.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date of Flight: 12 October 202? | | | | |
| Airline | Flight | Price | Depart from OR Tambo | Arrival Time  Amsterdam |
| Emirates | ER | R8750 | 22:45 | 09:15 |
| British Airways | BA | R9100 | 21:45 | 08:15 |
| KLM | KLM | R7950 | 09:45 | 20:30 |

Align correctly **✓**

Should you require more information, please do not hesitate to contact «Manager», the manager of the branch.

Yours sincerely

MANAGEMENT AND STAFF

Merge three letters **✓✓**

Save correctly and spell check **✓**

**QUESTION 7B (3)**

**Header:**

**Your examination numberQUESTION 7C**

**GREEN TRAVEL COMPANY**

Website: www.greentravel.com Private Bag X029

E-mail: green\_world@telkom.net CAPE TOWN

14 October 2020

35 McGyver Street

DIKGALE

0722

Dear Mr Z Radebe

**Flight: Johannesburg to Cape Town**

Your e-mail dated 2021-05-19 refers to the information regarding the cheapest flights as requested.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date of Flight: 12 October 202? | | | | |
| Airline | Flight | Price | Depart from OR Tambo | Arrival Time  Amsterdam |
| Emirates | ER | R8750 | 22:45 | 09:15 |
| British Airways | BA | R9100 | 21:45 | 08:15 |
| KLM | KLM | R7950 | 09:45 | 20:30 |

Should you require more information, please do not hesitate to contact Nozi Duminy, the manager of the branch.

Yours sincerely

MANAGEMENT AND STAFF

**Header:**

**Your examination numberQUESTION 7C**

**GREEN TRAVEL COMPANY**

Website: www.greentravel.com Private Bag X029

E-mail: green\_world@telkom.net CAPE TOWN

14 October 2020

9th Boulevard

LAPALALE

5200

Dear Ms Viola Lungi

**Flight: Johannesburg to Cape Town**

Your e-mail dated 2021-06-01 refers to the information regarding the cheapest flights as requested.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date of Flight: 12 October 202? | | | | |
| Airline | Flight | Price | Depart from OR Tambo | Arrival Time  Amsterdam |
| Emirates | ER | R8750 | 22:45 | 09:15 |
| British Airways | BA | R9100 | 21:45 | 08:15 |
| KLM | KLM | R7950 | 09:45 | 20:30 |

Should you require more information, please do not hesitate to contact Edwin Thobeka, the manager of the branch.

Yours sincerely

MANAGEMENT AND STAFF

**Header:**

**Your examination numberQUESTION 7C**

**GREEN TRAVEL COMPANY**

Website: www.greentravel.com Private Bag X029

E-mail: green\_world@telkom.net CAPE TOWN

14 October 2020

101 Main Road

DURBAN

3100

Dear Mr K Ndola

**Flight: Johannesburg to Cape Town**

Your e-mail dated 2021-05-26 refers to the information regarding the cheapest flights as requested.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date of Flight: 12 October 202? | | | | |
| Airline | Flight | Price | Depart from OR Tambo | Arrival Time  Amsterdam |
| Emirates | ER | R8750 | 22:45 | 09:15 |
| British Airways | BA | R9100 | 21:45 | 08:15 |
| KLM | KLM | R7950 | 09:45 | 20:30 |

Should you require more information, please do not hesitate to contact Peter Riddle, the manager of the branch.

Yours sincerely

MANAGEMENT AND STAFF

**SECTION B**

**QUESTION 8: Spreadsheets [40]**

**QUESTION 8A (20)**

You have been appointed as the Management Accountant of the GreenEarth Company. As the accountant, you are required to present a report on budget variances to management at the next meeting.

1. Open the existing spreadsheet **QUESTION 8A.xlsx**.

2. Save the workbook as **QUEST8A Yourexamnumber.xlsx ✓✓**

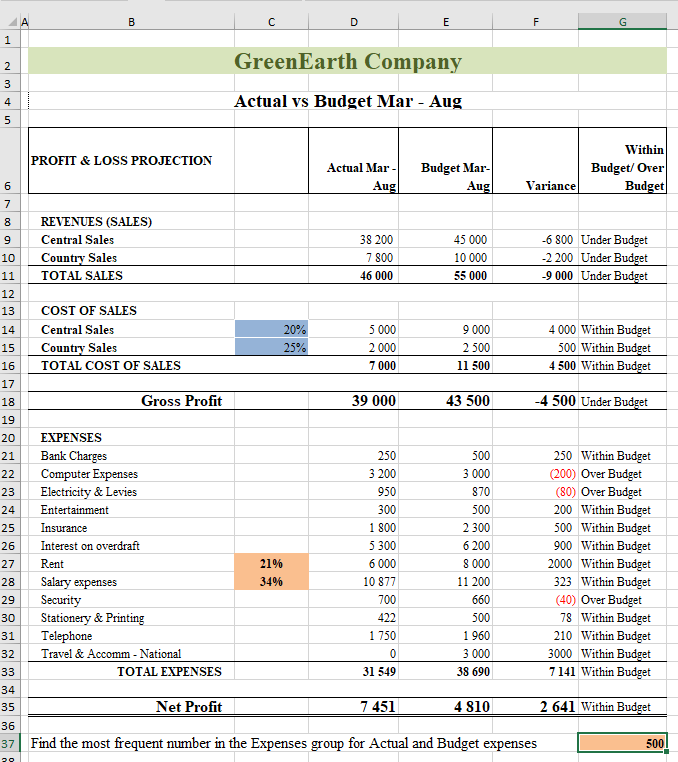
3. Make a copy of the Template worksheet and rename the sheet to **GreenEarth. ✓**

4. Insert a header: QUESTION8A, right-aligned and your Examination number to the left. ✓

5. Merge & Centre the second heading across the worksheet. ✓

6. Display no decimals (integer numbers) ✓

7. Follow the instructions to insert formulas to do the calculations, as follows:



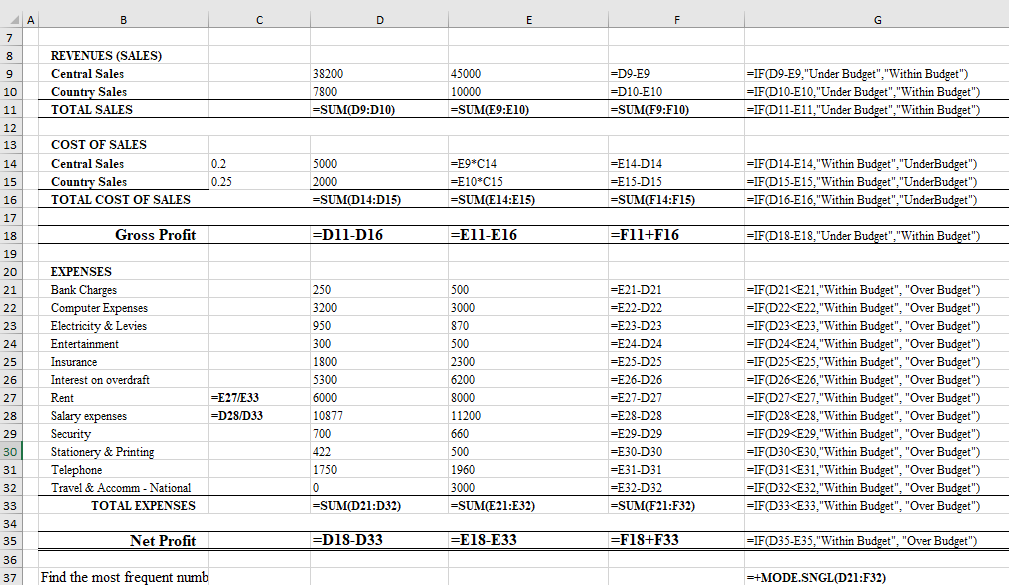
1. Calculate the Cost of Sales according to the percentage shown in Column B ✓✓
2. Calculate the Variances ✓
3. Calculate the Gross Profit, total Expenses and Net Profit ✓✓✓
4. Calculate the following:

E. **Actual** Salary as % of total expenses (format for %) ✓✓

**Budget** Rent as % of total expenses (format for %) ✓✓

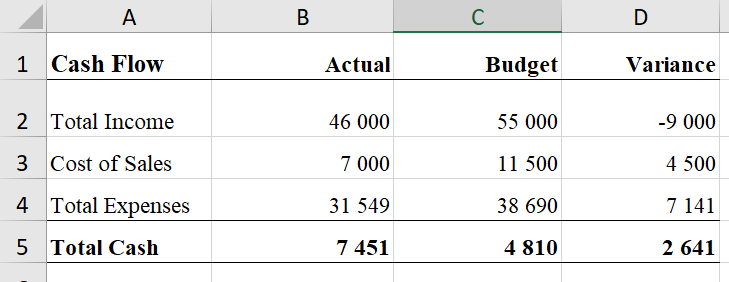
F. Use an IF function to indicate the items that are “Within Budget” or “Over Budget” ✓✓

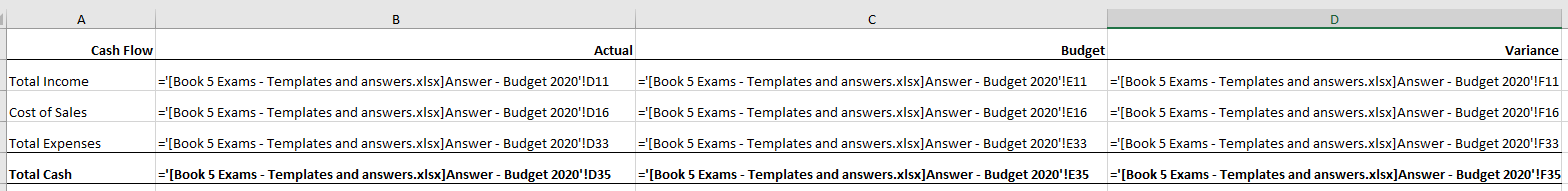
G. Find the most frequent number in the Expense group ✓✓



**QUESTION 8B (12)**

1. Click on the existing worksheet, titled **GreenGraph** and link the Actual, Budget and Variance values from QUEST8A to complete the worksheet. ✓✓✓✓✓





1. Create a bar chart between Actual & Budget to show the Cash Flow. ✓✓

Add chart Title and Axis titles. ✓✓

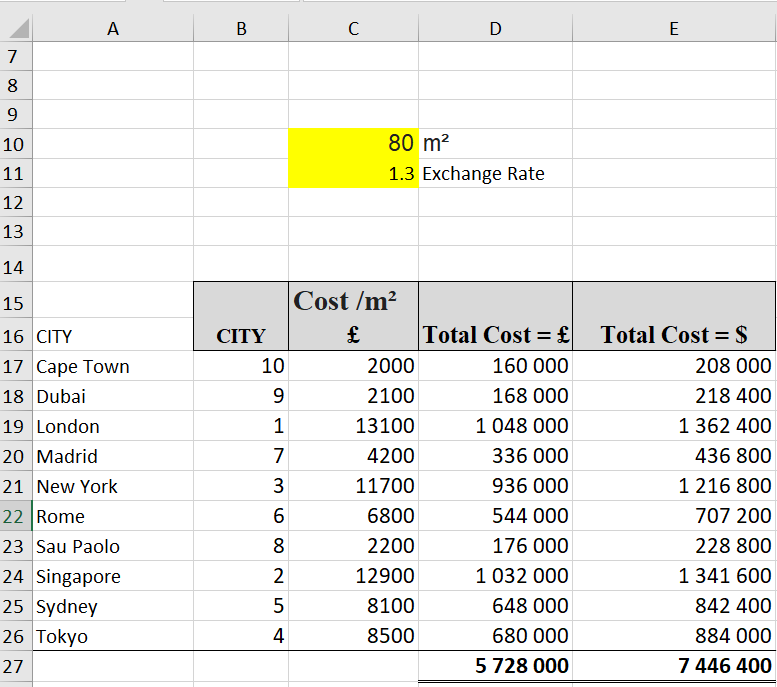
Font Style: Calibri, Bold, size 10 ✓

Add Legend at the bottom of chart ✓

Switch Rows and Columns (two Charts) ✓

**QUESTION 8C (8)**

1. As the Financial Manager of GreenEarth Property Company calculate the cost per square metre in $. The conversion rate of the Dollar to Pound Sterling is currently **£**0.77 = $1.00



**Calculations:**

1. Use VLOOKUP to insert the name of the city in Column A17:A26. ✓✓

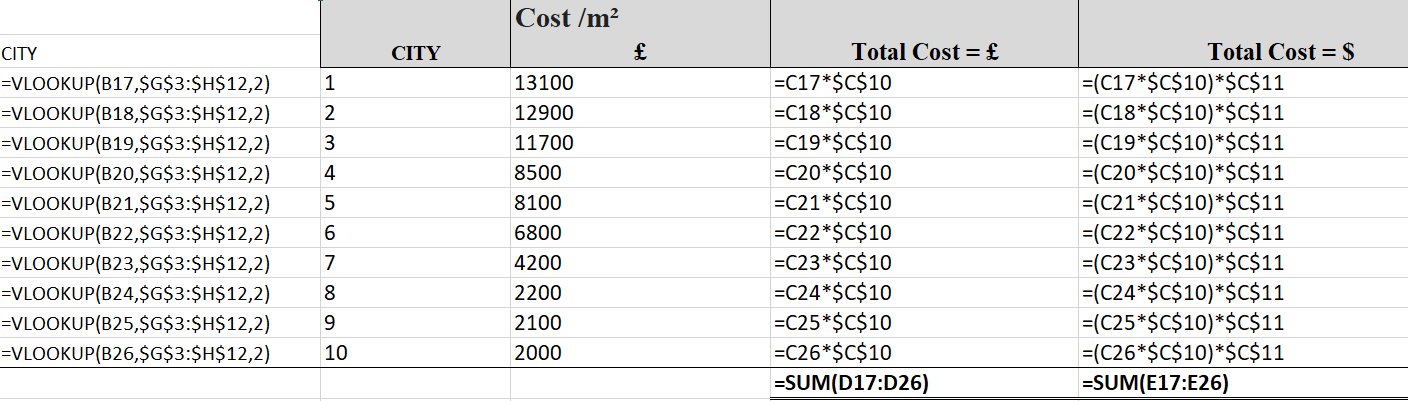
3. Calculate the price per square metre (m²) in $ (see formula below) ✓✓

2. Sort the table in ascending order ✓

Create bar chart: of city Total Cost per square metre ✓✓

Add chart tile and axis Change Font style to \_Time New Roman, 12, Bold

Change chart area to blue



**QUESTION 9: Notebooks [15]**

1. Create a new notebook named **Yourexamnumber Question 9** on your PC. ✓

2. This notebook contains important notes about our Management of the GreenEarth Company. Add sections and pages as follows:

2.1 Add two sections and name them: ✓✓

General Meeting: tab colour in blue

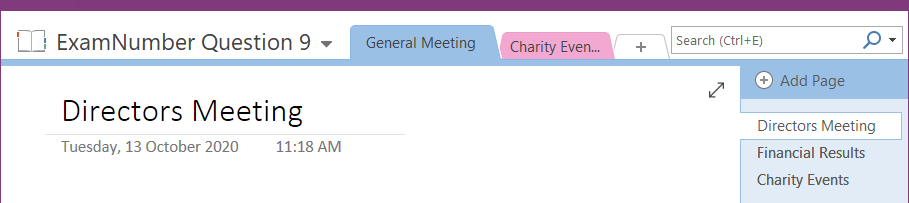
Charity Events: tab colour in red

2.2 Add 3 pages to the Planning section and name them: ✓✓

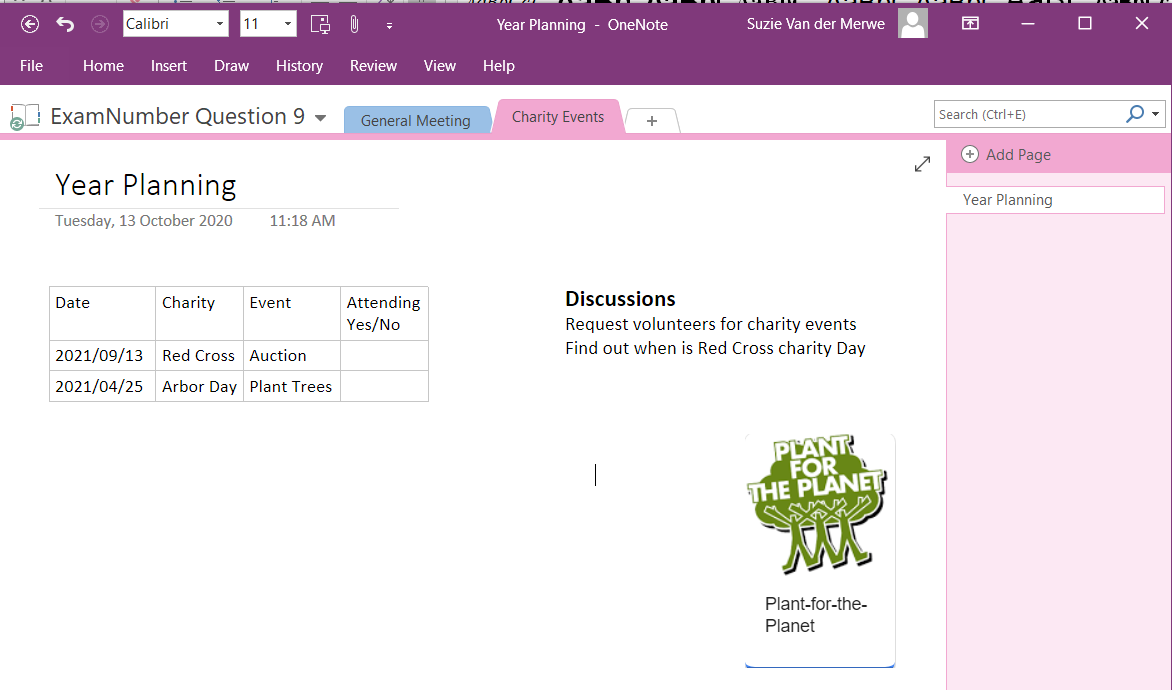
Directors Meeting

Financial Results

Charities (see screenshot below):

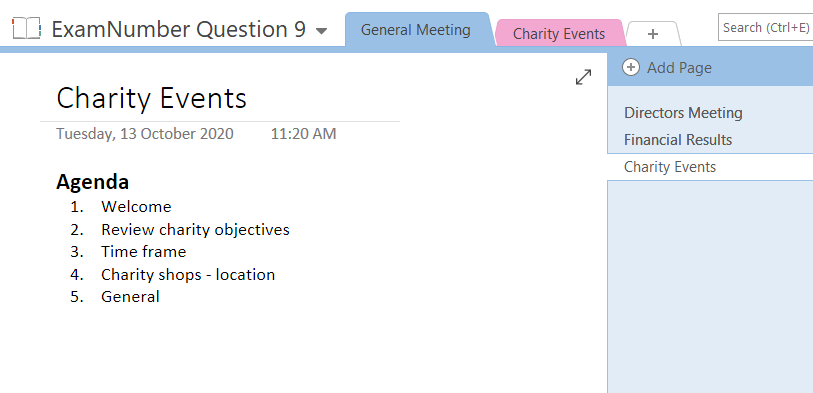


2.3 Add 1 page to the Charity Events section: Year Planning ✓



3. Insert a table for the two charities and a note for Discussions. (See screenshot above) ✓✓

4. Insert the image called Plant Trees resize and move to the right below discussions note. ✓

5. In the General Meeting section create a numbered Agenda list.

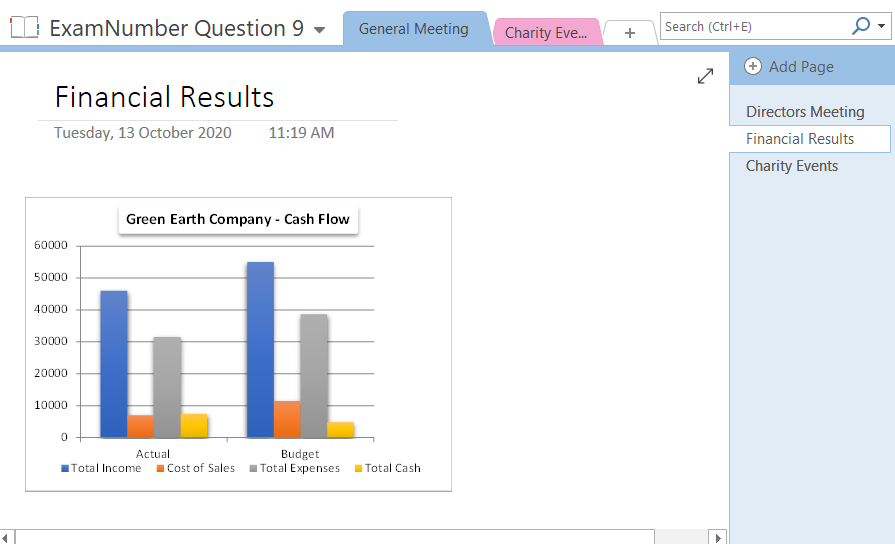
Format the text and move the table below the heading.

✓✓✓

6. Open the Excel worksheet answer file completed in QUEST8B called **GreenPlanting**.

Copy and paste the & chart on the page Financial Results. ✓✓

Close the Excel file.



7. In the Charity Events section, the Year Planning page select the Discussion note to attach the Word file, TREE DAY. ✓