ICM

DECEMBER 2016

GENERAL PURPOSE SOFTWARE

Instructions to candidates:

a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
b) Answer any FOUR questions
c) All questions carry equal marks. Marks for each question are shown in [ ]
d) Mark allocations should determine the length of your answers and the time you spend on each part. Generally, ONE valid point scores ONE mark
e) Ensure that you pay particular attention to words underlined, in CAPITALS or in **bold**. FEW OR NO MARKS will be awarded to any question where these are ignored
f) Where you are asked HOW to achieve a particular result using a named package, explain in general terms how it is achieved rather than listing particular keys to be pressed, which will vary from package to package, i.e. "Mark the sentence from start to end" rather than "Press F4"
g) You are advised to read an entire question before answering any part of it
h) No computer equipment, books or notes may be used in this examination

1. The table below is part of the screen of a spreadsheet model showing a salesman's record of sales to different companies over three years. All figures are rounded to the nearest integer. The file called SALES is stored on a diskette.

	A	B	C	D	E
1			SALES		
2		2007	2008	2009	
3	Frentel	3468	5412	4876	
4	Haibryal	432	2117	387	
5	Beechnose	80	270	282	
6	Arlhome		567	1236	
7	Barrize			1342	
8					
9	TOTALS				

State the name and version of the spreadsheet program you used in answering this question.

- Describe fully HOW to perform each of the following and
- ensure you make it clear WHERE THE CURSOR IS POSITIONED at the start of the process.

a) Read in the file from diskette. [2]
b) Improve the presentation by widening column A and aligning all the sales figures at the right-hand end of their cells. [4]
c) Total the figures in columns B to E placing the answer in row 9. This total must still be correct when additional lines are inserted or added to the end later. [4]
d) Column D represents sales figures for only the first 10 months of 2009. In column E place formulae to calculate the estimated sales for the whole year by increasing column D figures by 20%. [4]
e) Explain how to sort the rows so that the company names are in alphabetical order. [4]
f) The salesman makes sales worth 531 to "Pittin" in year 2009. Arrange for this entry to be inserted alphabetically into the sorted table. [4]
g) Display the estimated 2009 sales figures in column E as a bar chart. [3]

2. Choose FIVE different types of printer used in word processing and for EACH one:

- Describe briefly the advantages and disadvantages of using this printer
- Give a typical application [5 each]

continued overleaf

3. Imagine you are a NEW administrator in the sales office of a large company. Each month, a newsletter is distributed to all staff in the sales department. All previous newsletters produced before you arrived have been saved on disk files.
ALL your answers to this question must specifically relate to THIS situation and you must explain in general terms – a list of function keys pressed will NOT earn marks.

a) Part of the magazine is printed in newspaper format with THREE narrow columns on each page. Explain how this is set up and how the text can be entered and later amended. [4]

b) One feature included each month is a numbered list of the best sales performances showing salesmen names, total sales (descending order) made and the position each held in the previous month. Explain how you could copy the equivalent section from the previous newsletter and then change the order and values as appropriate. [4]

c) You have decided to include **headers** and **footers** in the newsletter. Define these terms precisely and explain how to implement ONE of them. Explain why there might be a variable item in one of these. [4]

d) Also included is a graph showing total sales performance for all staff over each of the last 12 months. The data values are held in a table as a small part of a SPREADSHEET model which the sales manager holds. Explain how you would create the graph and include it in your newsletter. [4]

e) Suggest TWO features of the word processing program you would use when you consider the work is complete and BEFORE you print it out. In each case, explain WHY these features are useful. [4]

f) It has been decided that, in future, each staff member will be sent a personalised newsletter. Mail merge will be used. Explain how to set this up and send the first issue. [5]

4. a) Explain what is meant by **mail merge**. Describe how it is set up and used. [6]

b) All word processing programs offer SEARCH AND REPLACE. Explain what this is, giving a clear specific example. [4]

c) Word processing programs offer grammar checking as well as spelling checking. Select and name a particular word processing program. Describe the options available with EACH of these two checking facilities. [6]

d) Suggest possible changes that a person could make to a lengthy document AFTER seeing a print preview. [4]

e) Finally, a document is to be printed. Describe the options presented to the user before the printing actually begins. [5]

5. People who register at a medical clinic have their details recorded on computer using a database package. The clinic provides a wide variety of health care facilities.

a) Define the three terms **field**, **file** and **record**. Give a SINGLE example for EACH, relating it to the clinic application. [6]

b) Explain how the structure of a record is first defined when the database is created. [4]

c) Text and numeric datatypes (and their variations, e.g. character/alphabetic/string and integer/real) are the two most commonly used datatypes. State ONE OTHER datatype and give an example of how it could be used within THIS application. [3]

d) Explain, IN DETAIL, how a list could be printed of all registered people who have not visited the medical centre in the last year. You should identify what data would need to be supplied for this to be possible and what data would need to be on file. [4]

e) List THREE advantages of using a database to create a computer solution for administration of the medical centre compared with commissioning special programs. [3]

f) State TWO different examples of validation which a database program undertakes automatically. Describe ONE other typical example of validation where the user would have to specify the requirements. [5]