1. (a) (i) Explain **two** challenges of using computers in organizations. (2 mark)

   (ii) Define the term *index* as used in word processing programs. (1 mark)

   (b) Figure 1 shows features of a spreadsheet program. Explain the function of each of the features labelled (i) and (ii). (4 marks)

   (i)   (ii)

   Figure 1

   (c) Distinguish between *a record* and *a field* as used in database systems. (4 marks)

   (d) Sarah was informed by her manager that a decision had been made to use non-windows based server operating systems. Outline **four** advantages that could have informed the decision. (4 marks)

2. (a) (i) Outline **two** etiquette rules that should be observed while using email program. (2 marks)

   (ii) A student in an ICT class copied the formula = $A1 + B$1 in cell C8. If the formula was copied to cell E10, write the resultant formula. (2 marks)

   (b) Explain the *function* of each of the following terms as used in computers:

   (i) hyperlink; (2 marks)

   (ii) email client. (2 marks)

   (c) (i) Table 1 shows a list of DOS commands. Classify the commands as either *internal, external or performance optimization* command. (2 marks)

Command	Type
REN	
TREE	
ATTRIB	
CHKDSK	

   Table 1

   (ii) Explain **one** circumstance under which it could be most appropriate to use *mail merge* feature in a word processing program. (2 marks)

   (d) With the aid of a sketch in each case, describe the following features as used in word processing program:

   (i) Word Art; (1½ marks)

   (ii) Drop Cap. (1½ marks)

3.   (a)   (i)   List **four** formats which could be applied to paragraphs in word processing programs.   **(2 marks)**

         (ii)   Explain the function of each of the following features as used in presentation programs:

            I.   transition;   **(2 marks)**

            II.   animation.   **(2 marks)**

    (b)   With the aid of a sketch, describe *merge and centre* as applied in spreadsheet programs.   **(4 marks)**

    (c)   John encountered an error while executing a macro in a spreadsheet program. Describe the procedure that he could use to troubleshoot the error in the macro.   **(3 marks)**

    (d)   Pharise has been instructed by his manager to create a query in a database program to display both the male and female staff who have attained the age of 40 years and above. Explain **two** logical operators he could use to create the query.   **(2 marks)**

4.   (a)   (i)   Outline **two** advantages of using a database program for storing data in organizations.   **(2 marks)**

         (ii)   Rodham observed a feature named *duplex* in the print dialog box of a word processing program. Explain the function of the feature.   **(2 marks)**

    (b)   Distinguish between *Table of Contents* and *Table of Figures* as used in word processing programs.   **(4 marks)**

    (c)   Edith has finished typing a letter. Print Preview shows that it is more than a page long. Outline **two** ways she could fit the letter into one page.   **(4 marks)**

    (d)   Marion has been recruited as a database administrator in an organization. Outline **three** database administrative tasks that she is likely to undertake.   **(3 marks)**

5.   (a)   (i)   Define the term *grouping* as used in DTP programs.   **(1 mark)**

         (ii)   Explain the function of the FORMAT command as used in DOS.   **(2 marks)**

    (b)   Explain **two** benefits of using layering in a desktop publishing document.   **(4 marks)**

    (c)   (i)   Describe the output produced when the following command is executed.

            C:\> DIR D:*.scr   **(2 marks)**

         (ii)   Rose is preparing a presentation for the top management on the sales performance for the last financial year. Explain **two** features in presentation programs which she could use to make her presentation more interesting and informative.   **(4 marks)**

    (d)   Outline **two** advantages of using labels in a spreadsheet program.   **(2 marks)**

6. (a) (i)   Outline **two** circumstances under which a macro would be most preferred in a
                database program.   (2 marks)

        (ii)   Explain the function *master page* as used in DTP programs.   (2 marks)

    (b) Distinguish between *sorting* and *filtering* as applied in databases.   (4 marks)

    (c) Paul was advised by a colleague to use the following features in a publication:

        (i)   leading;

        (ii)   frame.

    Explain the function of each of the feature.   (4 marks)

    (d) Outline the circumstances under which each of the following features could be used in a
         presentation program:

        (i)   slide timing;   (1 ½ marks)

        (ii)   slide notes.   (1 ½ marks)