Computer Skills B **T088** Friday, 11/11/2016 02:00 – 05:00 PM	**WORKFORCE DEVELOPMENT AUTHORITY** P.O. BOX 2707 Kigali, Rwanda Tel: (+250) 255113365

ADVANCED LEVEL NATIONAL EXAMINATIONS, 2016, TECHNICAL AND PROFESSIONAL STUDIES

EXAM TITLE: COMPUTER SKILLS B

OPTIONS:

"Electricity (ELC); Hotel Operations (HOT); Tourism (TOR); Finance and Banking (FIB); Sculpture and Ceramics (SCE); Graphic Arts (ART)"

DURATION: 3 hours

INSTRUCTIONS:

The paper is composed of **two (2) main Sections** as follows:

Section I: Eighteen (18) compulsory questions.   **55marks**

Section II: Attempt **any three (3)** out of five questions.   **45marks**

Read carefully the questions and **write all the answers in full sentences.**

Note:

Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.

Section I. Eighteen (18) compulsory questions   **55marks**

01. What characteristic of read-only memory (ROM) makes it useful?   **4 marks**

02. Which one of the following could lead to the spread of a malicious program?

✓ Using only software that has been checked for viruses.   **3 marks**
✓ Maintaining regularly updated anti-virus software.
✓ Using a USB Flash Drive from an unknown source to exchange data.
✓ Opening only virus-checked file attachments from known sources.

03. Which one of the following describes why users should lock their computer when leaving their desk?   **3 marks**

✓ To prevent a waste of electricity.
✓ To prevent unauthorized access to data.
✓ To prevent data from getting corrupted.
✓ To prevent the computer from malfunctioning.

04. Which one of the following describes Bluetooth?   **3 marks**

✓ Long-range wireless protocol for exchanging data.
✓ Long-range wired protocol for exchanging data.
✓ Short-range wired protocol for exchanging data.
✓ Short-range wireless protocol for exchanging data

05. To create a formula, you first ....   **4 marks**

06. What measures the speed of the CPU?   **3 marks**

07. Which one of the following describes a computer's operating system?   **3 marks**

✓ Software that can retrieve information from a database.
✓ Hardware that can scan and convert photographs into digital files.
✓ Software that controls the allocation and usage of hardware.
✓ Hardware that can record and send images across the Internet.

08. The computers in your office building are connected together so staff can share files and printers. What is this arrangement of computers called?   **4 marks**

09. Which one of the following is NOT a feature of electronic commerce?   **3 marks**

✓ Goods can be advertised and prices compared.
✓ There is physical contact between buyer and seller.
✓ Transactions can be processed quickly.
✓ Services are available 24 hours a day.

10. Which one of the following is a good password policy for an organization?   **3 marks**

✓ All passwords are changed regularly.
✓ All passwords are never changed.
✓ All passwords are made up of less than four characters.
✓ All passwords are made up of less than four numbers.

11. Which one of the following is the best way to protect a computer against computer viruses?   **3 marks**

- ✓ Only virus-check e-mail attachments.
- ✓ Update antivirus software on a regular basis.
- ✓ Always make sure that the operating system is up to date.
- ✓ Only download files from the Internet during business hours.

12. Which one of the following would improve computer performance?   **3 marks**

- ✓ Using a larger monitor.
- ✓ Increasing the number of applications running.
- ✓ Using a faster printer.
- ✓ Increasing the size of RAM.

13. Which one of the following statements about the Internet is TRUE?   **3 marks**

- ✓ The Internet is a global network that links many computer networks together.
- ✓ The Internet is a private company network.
- ✓ The Internet is a visual representation of linked documents.
- ✓ The Internet is a network operating system.

14. Why is it necessary for an organization to adopt a good password policy?   **4 marks**

15. Which one of the following should be carried out to safeguard files from loss in case the main copy is damaged?   **3 marks**

- ✓ Backup files to a new location on your computer.
- ✓ Install password security.
- ✓ Backup the files regularly and store offsite.
- ✓ Install a firewall.

16. Which one of the following could allow a virus to enter a computer?   **2 marks**

- ✓ Running a virus scan on the computer
- ✓ Connecting the computer to a new printer.
- ✓ Downloading files from the Internet onto the computer.
- ✓ Setting the computer monitor to a low resolution.

17. To hold row and column titles in place so that they do not scroll when you scroll a worksheet click the ....   **2 marks**

- ✓ Unfreeze panes command on the window menu
- ✓ Freeze panes command on the window menu
- ✓ Hold titles command on the edit menu
- ✓ Split command on the window menu

18. Which of the following formulas will Excel not be able to calculate?   **2 marks**

- ❖ =SUM(Sales)-A3
- ❖ =SUM(A1:A5)/(10-10)
- ❖ =SUM(A1:A5)*5
- ❖ =SUM(A1:A5)-10

19. Mention three areas where the computer system can be used by providing also the services and can help in each area.   **15 marks**

20. a) How can you protect a MS Word document?

b) Name any five types of text formatting (font type)?

c) What is the important of using charts in MS Word or in MS Excel?   **15 marks**

21. Give and explain briefly the seven ribbons available in MS Excel 2007?   **15 marks**

22. Explain the reason why an Anti-virus should be updated regularly?   **15 marks**

23. Explain the description of the following icons: **15 marks**

S/N	Name	Icon	Description
1	New Blank Document		
2	Save (File menu)		
3	Mail Recipient		
4	Print (File menu)		
5	Spelling and Grammar (Tools menu)		
6	Cut (Edit menu)		
7	Copy (Edit menu)		
8	Paste (Edit menu)		
9	Format Painter (Standard toolbar)		
10	Undo (Edit menu)		
11	Redo (Edit menu)		
12	Hyperlink		
13	Tables and Borders		
14	Zoom	75%	
15	Office Assistant		