Name: Class:

Task 1

Jamail has been having problems with the computer that he uses to run his car repair business. He uses it to send letters, invoices and emails, carry out Internet searches and use spreadsheets and databases to track his finances and customers.

He has recently noticed that it is running slowly, and he often receives error messages saying that he is out of disk space or memory. Some of his files are also corrupted.

Discuss **three** possible causes of these problems and how Jamail could use utility programs to rectify them.

Task 2

Computers which have started to slow down may have an improvement in speed if a defragmentation utility is run.

(a) Explain how a disk can become fragmented.

(b) Explain how a defragmentation utility works.

Task 3

Sinead has a hairdressing and beauty business and uses a computer system to carry out her admin work. She uses it to send letters, keep all of her financial details and records of customers and appointments and create and prepare digital images she has taken and edited of her clients before and after treatments for her website.

Suggest application software that would be useful for Sinead and discuss the facilities they would provide for her.

Task 4

NewSoft is a start-up company designing and creating mobile apps. They have asked for   
advice on the design of their software interface. Prepare a presentation for them explaining   
the features of a good user interface and why this would influence potential customers to   
use their app.

Task 5

Meridian PLC is a large bank with branches around the world. As a result of recent cost-cutting initiatives, it has been suggested that where possible they should move from proprietary to open source software. The chairman has asked you to give a list of the advantages and disadvantages of such a move.

**Advantages:**

**Disadvantages:**

Task 6

The table below shows a number of scenarios. For each scenario, write a suggested file format that could be used. You may need to research file formats in order to answer the question.

|  |  |
| --- | --- |
| **Scenario** | **Suggested file format** |
| A web designer will be using photos on their website. The photos will need to have transparency so that they blend in to the background. |  |
| A new streaming service is being created. They will need to have the films and video content in a compressed video format. |  |
| A company used to use GIF images for their animations on their website. They wish to change to an alternative format which is a vector format. |  |
| A college wishes to share information about upcoming exams to their students. It is a 10-page document and they would like it to be read by as many different computers or devices as possible. |  |
| A company holds a training day to teach some of their customers how to use their software. They wish to make the presentations they used available after the training. They are considering using PPT, PDF or PNG file formats. What are the advantages and disadvantages of each? | **PPT (PowerPoint)** |
| **PDF** |
| **PNG** |