MATRICULATION AND SECONDARY EDUCATION CERTIFICATE EXAMINATIONS BOARD
UNIVERSITY OF MALTA, MSIDA

SECONDARY EDUCATION CERTIFICATE LEVEL

MAY 2017

SUBJECT:	**Information Technology**
PAPER NUMBER:	Controlled – Unit 3
DATE:	4th April 2017
TIME:	10:00 a.m. to 11:35 a.m.

THIS PAPER SHOULD BE RETURNED TO THE INVIGILATOR AFTER THE EXAMINATION.

Name of candidate   _____

I.D. number   _____

School   _____

Class   _____

Notes to Students:

- Answer **ALL** questions in the space provided.

Scenario

Following a call on a local newspaper, you have applied for the post of *Head of Support Team* with DNJ Ltd; a leading local retailer of computer and IT products. DNJ Ltd offer a large variety of products including laptops, desktops, tablets and their accessories.

The vacancy for *Head of the Support Team* has proved to be very popular, with hundreds of applications received. In order to start identifying the best candidates they have prepared the following questions to be answered by the applicants.

Question 1   **K1 (4 marks)**

A client, Mary, has called at the Support Shop, asking for an upgrade to the desktop computers used at her small, family owned business. The current computers are running on Intel Core 2 Duo CPUs, have 2 GB of RAM and 500 GB of HDD space.

State **FOUR** reasons you would consider acceptable in order to agree to upgrade her computer.

Reason 1: _____

_____

Reason 2: _____

_____

Reason 3: _____

_____

Reason 4: _____

_____

Question 2   **C1 (6 marks)**

You have decided to upgrade the computers of the client. Since the computers being used are 8 years old, it means that, apart from the hardware, the software will require updating as well. You have presented the client with a DNJ Ltd issued terms and agreement contract in order to start the process. The client does not quite understand the terms used within the implications section of the contract.

You have been asked to describe the following implications, as induced by the upgrading of the computers. Provide **ONE** practical example for **EACH** implication.

a. User Training / Re-training:

_____

_____

_____

_____

_____

_____

b. Hardware Compatibility:

_____

_____

_____

_____

_____

c. Software Compatibility:

_____

_____

_____

_____

_____

This question continues on next page.

d. Decommissioning of Hardware:

_____

_____

_____

_____

_____

_____

e. Service Level Agreements on New Systems:

_____

_____

_____

_____

_____

_____

f. Migration of Data:

_____

_____

_____

_____

_____

Question 3   **K3 (4 marks)**

Describe **FOUR** risks that can be encountered during the upgrade of the computers.

Risk 1: _____

_____

_____

_____

Risk 2: _____

_____

_____

_____

Risk 3: _____

_____

_____

_____

Risk 4: _____

_____

_____

_____

Please turn the page.

Question 4   **C2 (6 marks)**

a. List **THREE** precautions that you would undertake in order to reduce the risks described in Question 3.

Precaution 1: _____

Precaution 2: _____

Precaution 3: _____

b. Discuss how the **THREE** precautions mentioned above would allow you to mitigate the risks.

Discussion for precaution 1: _____

_____

_____

_____

Discussion for precaution 2: _____

_____

_____

_____

Discussion for precaution 3: _____

_____

_____

_____

Question 5   **K5 (4 marks)**

Outline **EIGHT** correct working procedures that must be followed during the upgrade of the computers.

Working procedure 1: _____

_____

Working procedure 2: _____

_____

Working procedure 3: _____

_____

Working procedure 4: _____

_____

Working procedure 5: _____

_____

Working procedure 6: _____

_____

Working procedure 7: _____

_____

Working procedure 8: _____

_____

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Question 6   **K8 (4 marks)**

You have followed the correct procedure in order to upgrade the computers of the client. However, some of the computers are not booting up. Identify **FOUR** possible issues that could be the cause of the unsuccessful upgrade.

Issue 1: _____

Issue 2: _____

Issue 3: _____

Issue 4: _____

Question 7   **K10 (4 marks)**

Following a successful hardware and software upgrade to a computer; you receive a call from a client, informing you that a product is asking her to register. She asked for your opinion whether she should register or otherwise.

List **FOUR** advantages that are associated with registering products.

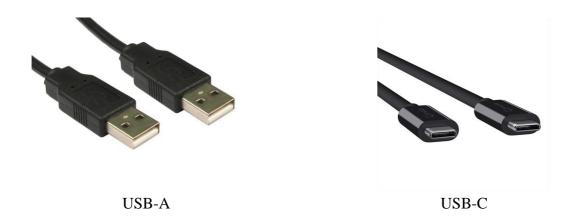Advantage 1: _____

Advantage 2: _____

Advantage 3: _____

Advantage 4: _____

Question 8   **C5 (6 marks)**

A client, Joe, has called at the support centre in order to carry out maintenance on his computer. He is experiencing the following issues whilst using the computer:
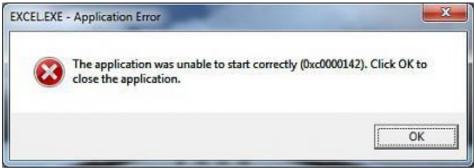
a. He has acquired a USB-A barcode scanner, but his computer is only equipped with USB-C ports.

                    USB-A   USB-C

    i.   What type of maintenance is required in this scenario?

    _____

    ii. Explain what is required to carry out this maintenance.

    _____

    _____

    _____

    _____

This question continues on next page.

b. Microsoft Excel is not starting anymore. Instead the error message shown below is being displayed.

    i.   What type of maintenance is required in this scenario?

_____

    ii. Explain what is required to carry out this maintenance.

_____

_____

_____

_____

c. A new software he has installed, called Matlab, requires a minimum of 8GB of RAM. His computer only has 4GB installed at the moment; hence he would like to increase the RAM to 8GB.

    i.   What type of maintenance is required in this scenario?

_____

    ii. Explain what is required to carry out this maintenance.

_____

_____

_____

_____

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