Office Solutions Development

December 2015

Sample Examination Paper

Answer ALL questions.
Clearly cross out surplus answers.

Time: 3 hours

The maximum mark for this paper is 100.

Any reference material brought into the examination room must be handed to the invigilator before the start of the examination.
### Question 1

<table>
<thead>
<tr>
<th>a) Identify FOUR (4) features of database software that can facilitate the way that an organization manages its information.</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>b) Explain briefly what is meant by the term <em>data warehouse</em>.</td>
<td>2</td>
</tr>
<tr>
<td>c) Recommend FOUR (4) business processes that project management software can support.</td>
<td>4</td>
</tr>
</tbody>
</table>

**Total: 10 Marks**

### Question 2

<table>
<thead>
<tr>
<th>a) Suggest THREE (3) business processes that can benefit from the use of simulation software.</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>b) Identify THREE (3) functions of spreadsheet software that can be used to aid financial analysis.</td>
<td>3</td>
</tr>
<tr>
<td>c) Recommend TWO (2) types of multimedia software that would be advantageous for using in a marketing department.</td>
<td>2</td>
</tr>
<tr>
<td>d) Outline TWO (2) measures of quality of bespoke software.</td>
<td>2</td>
</tr>
</tbody>
</table>

**Total: 10 Marks**

### Question 3

<table>
<thead>
<tr>
<th>a) Suggest FOUR (4) criteria that can measure the effectiveness of software which has been developed by an end user.</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>b) Identify THREE (3) processes in an advertising department that can be done more efficiently using software developed by end users.</td>
<td>3</td>
</tr>
<tr>
<td>c) Identify THREE (3) disadvantages of end user software development.</td>
<td>3</td>
</tr>
</tbody>
</table>

**Total: 10 Marks**

Questions continue on next page
Question 4

a) Outline the purpose of a form field in word processing software. 2

b) Explain THREE (3) reasons to attach a digital signature to a word processed document. 3

c) Identify THREE (3) review tools in word processing software. 3

d) Explain the purpose of applying a watermark to a word processed document. 2

Total: 10 Marks

Question 5

a) Identify THREE (3) reasons to use conditional formatting when using spreadsheet software. 3

b) Explain the purpose of using a Pivot Table in a spreadsheet. 3

c) Suggest TWO (2) business processes that could be helped by the use of graphs. 2

d) Identify TWO (2) methods of data validation in spreadsheet software. 2

Total: 10 Marks

Question 6

a) Recommend FOUR (4) validation methods that database users must know about when developing a database. 4

b) Identify THREE (3) functions of a database management system. 3

c) Explain briefly THREE (3) purposes of an input mask when using a database. 3

Total: 10 Marks

Question 7

a) Identify FOUR (4) advantages to users of application software if macros have been applied to features and functions of the software. 4

b) Recommend FOUR (4) features of spreadsheet software that can benefit from the use of macros. 4

c) State TWO (2) disadvantages of using a macro recorder to construct a macro. 2

Total: 10 Marks

Questions continue on next page
Question 8

a) Recommend THREE (3) factors to consider for accessibility of application software. 3

b) Identify THREE (3) methods of customising an application software interface. 3

c) Distinguish between reliability of application software and functionality of application software. 4

Total: 10 Marks

Question 9

a) Differentiate between black box and acceptance testing. 4

b) Outline THREE (3) advantages of black box testing. 3

c) Identify THREE (3) additional testing methods to those referred to in question 9 (a). 3

Total: 10 Marks

Question 10

a) Identify THREE (3) application software evaluation methods. 3

b) Outline FOUR (4) aspects of usability of application software that should be evaluated. 4

c) Suggest THREE (3) ways of assessing users’ opinions of application software. 3

Total: 10 Marks

End of Examination Paper