



# **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.**

<b>Answer ALL questions</b>
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**Marks**

**Question 1**

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

**Total: 10 Marks**

**Question 2**

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

**Total: 10 Marks**

**Question 3**

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

**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**