



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2018**

**COMPUTER APPLICATIONS TECHNOLOGY P2  
MARKING GUIDELINE**

**MARKS: 150**

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This marking guideline consists of 11 pages.

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**SECTION A: SHORT QUESTIONS****QUESTION 1: MULTIPLE-CHOICE**

1.1	C ✓	(1)
1.2	A ✓	(1)
1.3	D ✓	(1)
1.4	B ✓	(1)
1.5	C ✓	(1)
1.6	A ✓	(1)
1.7	D ✓	(1)
1.8	A ✓	(1)
1.9	B ✓	(1)
1.10	D ✓	(1)

**[10]****QUESTION 2: MATCHING ITEMS**

2.1	F ✓	(1)
2.2	J ✓	(1)
2.3	A ✓	(1)
2.4	M ✓	(1)
2.5	P ✓	(1)
2.6	I ✓	(1)
2.7	L ✓	(1)
2.8	H ✓	(1)
2.9	B ✓	(1)
2.10	R ✓	(1)

**[10]****QUESTION 3: MODIFIED TRUE/FALSE**

3.1	False – Questionnaire/Survey	(1)
3.2	False – CAPTCHA	(1)
3.3	True	(1)
3.4	False – Screen lock pattern	(1)
3.5	False – UPS	(1)

**[5]**

**TOTAL SECTION A: 25**

## SECTION B

## QUESTION 4: SYSTEMS TECHNOLOGIES

4.1	4.1.1	The device has <u>TWO operating systems</u> ✓ installed.	1	5
	4.1.2	<ul style="list-style-type: none"> <li>Provides user interface/set of icons. ✓</li> <li>Managing programs/software and hardware. ✓</li> <li>Provides basic security/user and password controls/protection against threats. (✓✓ Any 2)</li> </ul>	2	
	4.1.3	Android ✓ operating system	1	
	4.1.4	4 GB ✓	1	
4.2	4.2.1	input ✓	1	3
	4.2.2	output ✓	1	
	4.2.3	output ✓	1	
4.3	4.3.1	Printing speed/ <u>pages per minute</u> (ppm) ✓	1	2
	4.3.2	Maximum quality of the printing/ <u>dots per inch</u> (dpi) ✓	1	
4.4	4.4.1	<i>Disk Defragmentation:</i> ✓	1	4
		<ul style="list-style-type: none"> <li>Reorganises/Rearranges data on the hard drive ✓</li> <li>Connects fragmented parts of files so that access to files is faster (✓ Any 1)</li> </ul>	1	
	4.4.2	<i>Disk Clean up:</i> ✓	1	
4.5	4.5.1	<ul style="list-style-type: none"> <li>To fix errors or bugs in the software ✓</li> <li>Improved security ✓</li> <li>Add new features/improvements (✓✓ Any 2)</li> </ul>	2	4
		4.5.2	<i>Patch:</i> Update that can be downloaded to fix a specific bug ✓	
			<i>Service Pack:</i> Release of new features/corrections on software ✓	
4.6	4.6.1	Ergonomics refers to the study/design of equipment ✓ in order to make it comfortable/safe to use. ✓	2	7
	4.6.2	<ul style="list-style-type: none"> <li>Keyboards at angle for easy input ✓</li> <li>Wrist and palm rests ✓</li> <li>Special keys for frequently used functions</li> <li>Curved keyboards etc. (✓✓ Any 2)</li> </ul>	2	
		4.6.3	Bluetooth/infrared ✓	
	4.6.4	<ul style="list-style-type: none"> <li>You have a wider range of movement ✓</li> <li>No need for large surface to work on. ✓</li> <li>There is less clutter as there are no cables.</li> </ul>	2	
				[25]

**QUESTION 5: INTERNET AND NETWORK TECHNOLOGIES**

5.1	5.1.1	<ul style="list-style-type: none"> <li>Files can be accessed from any computer in the network. ✓</li> <li>Files can be transferred. ✓</li> <li>Software can be shared by users.</li> <li>Hardware such as printers can be shared by users.</li> <li>Increased security.</li> <li>Internet connection can be shared by many users.</li> <li>All programs can be installed and updated from a single location.</li> <li>Internet access can also be controlled.</li> <li>Facilitating communication.</li> <li>Free time management: e-books, radio, video and TV live streaming over the Internet. (✓✓ Any 2)</li> </ul>	2	
	5.1.2	<ul style="list-style-type: none"> <li>Transfer information from the router to your computer. ✓</li> <li>Transfer information between networks and deliver it to several computers/transfer data wirelessly to computers.</li> <li>Allows multiple devices to communicate over the local area network. (✓ Any 1)</li> </ul>	1	
	5.1.3	Any computing device (desktop, smartphone, laptop) + WAP + printer ✓ (incorrect if server and/or switch are included)	1	
	5.1.4	<ul style="list-style-type: none"> <li>Filter traffic between two or more networks. ✓</li> <li>Controls network traffic to PC. ✓</li> <li>Acts as a barrier between PC and network/Internet.</li> <li>Blocks unauthorized requests. (✓✓ Any 2)</li> </ul>	2	6
5.2	5.2.1	802.1 a and 802.1 b and 802.1 g ✓ (all three to award the mark)	1	
	5.2.2	Speed ✓	1	
	5.2.3	WiMax ✓	1	
	5.2.4	<ul style="list-style-type: none"> <li>Bluetooth is used to transfer information between two or more devices. ✓</li> <li>With Bluetooth speed in data transfer not so important/ Speed is important with Wi-Fi. ✓</li> <li>Wi-Fi primarily to connect devices in a network.</li> <li>Wi-Fi provides access to the internet. (✓✓ Any 2)</li> </ul>	2	5
5.3		<ul style="list-style-type: none"> <li>Pages using flash graphics either do not load or are very slow and can cause your device to freeze or crash. ✓</li> <li>Pages using large graphics or tables may not display correctly, depending on your screen and its resolution. ✓</li> <li>Pages that depend on pop-up windows for data entry may not work correctly. ✓</li> </ul>	3	3
5.4		<ul style="list-style-type: none"> <li>No restriction on the size limit of files/Larger files can be transferred via FTP. ✓</li> <li>Security can be maintained by using a username and password.</li> </ul> <p>(Do NOT accept transfer of a file can scheduled to occur at a time when the network is not too busy as transfer of files via e-mail can also be scheduled.)</p>	1	1
				<b>[15]</b>

**QUESTION 6: INFORMATION MANAGEMENT**

6.1	6.1.1	<ul style="list-style-type: none"> <li>• Book ✓</li> <li>• Magazine</li> <li>• Newspaper article</li> <li>• Journal</li> </ul> <p style="text-align: right;">(✓ Any ONE or any other acceptable answer)</p>	1	
	6.1.2	<ul style="list-style-type: none"> <li>• Title/Name of web page/Name of website ✓</li> <li>• Author</li> <li>• Year/Month/Day</li> <li>• Publisher</li> <li>• Place</li> <li>• URL</li> </ul> <p style="text-align: right;">(✓ Any ONE)</p>	1	
	6.1.3	<ul style="list-style-type: none"> <li>• Designed to work with structured records ✓</li> <li>• Excellent reporting facilities ✓</li> <li>• Powerful querying facilities ✓</li> <li>• Better data validation tools</li> <li>• Can design appropriate data capture forms</li> <li>• Can export data to various forms</li> </ul> <p style="text-align: right;">(✓✓✓ Any THREE)</p>	3	5
6.2	6.2.1	<ul style="list-style-type: none"> <li>• Add a main heading – bold, bigger font size. ✓</li> <li>• Main heading can be merged over cells A – E. ✓</li> <li>• Column headings must stand out – bold.</li> <li>• Wrap text in cells.</li> </ul> <p style="text-align: right;">(✓✓ Any TWO or any other acceptable answer)</p>	2	
	6.2.2	Countif ✓	1	
	6.2.3	By grouping ✓ (the field Male or Female)	1	
	6.2.4	<ul style="list-style-type: none"> <li>• Dropdown ✓</li> <li>• List box</li> </ul> <p style="text-align: right;">(✓ Any ONE)</p>	1	5
				<b>[10]</b>

**QUESTION 7: SOCIAL IMPLICATIONS**

7.1	<ul style="list-style-type: none"> <li>• AUP improves discipline in a computer lab. ✓</li> <li>• AUP stipulates the rules and responsibilities of the users making use of the lab. ✓</li> <li>• Rules entering the centre/rules for logging in.</li> <li>• Rules on how to keep the centre tidy.</li> <li>• Rules for making use of external storage devices.</li> </ul> <p style="text-align: right;">(✓✓ Any TWO relevant answers)</p>	2	2
7.2	<ul style="list-style-type: none"> <li>• Learn to read faster and more accurately, and to be able to identify keyboard concepts in what you read. ✓</li> <li>• Learn to analyse and compare resources. ✓</li> <li>• Approach information in an orderly and disciplined manner/Use RSS feeds/Filter emails.</li> <li>• Learn to use search tools effectively.</li> </ul> <p style="text-align: right;">(✓✓ Any TWO relevant answers)</p>	2	2
7.3	<ul style="list-style-type: none"> <li>• Use ergonomic input devices. ✓</li> <li>• Use of a natural pulse position when keyed in. ✓</li> <li>• Sit upright.</li> <li>• Take regular breaks, etc.</li> </ul> <p style="text-align: right;">(✓✓ Any TWO)</p>	2	2
7.4	Yes, ✓ pharming is when you are taken to a fake website, from the original website, without being aware of it. ✓	2	2
7.5	Social engineering refers to when people are manipulated ✓ to get confidential information voluntarily, ✓ such as passwords.	2	2
			<b>[10]</b>

**QUESTION 8: SOLUTION DEVELOPMENT**

8.1	<b>COUNTIF</b> – counts the number of cells in a range <u>that comply with a specific criterion</u> . ✓  <b>COUNT</b> – count the number of cells in a range <u>that contain numeric values</u> ✓ and that are not empty.	2	2
8.2	When a line or cell is full of text, the text flows automatically ✓ from one line to the next in the same cell. ✓	2	2
8.3	8.3.1 <b>#####</b> The column is not wide enough to display all the content. ✓	1	4
	8.3.2 <b>#REF!</b> The cell reference is not valid. ✓	1	
	8.3.3 <b>#VALUE</b> The cell contains data that cannot be used in the formula. ✓	1	
	8.3.4 <b>#NAME?</b> The name of the function/cell reference is not a valid function. ✓	1	
8.4	8.4.1 Data type is number and a 0 in front of the number does not have any meaning. ✓	1	7
	8.4.2 • Change the data type to text. ✓	1	
	8.4.3 • Cannot only use surname e.g. in a query. ✓ • Difficult to add information accurately. ✓ • Cannot do effective data validation. ✓	3	
8.4.4	<b>Field:</b> The smallest unit of data, each fact would be stored in a field. ✓  <b>Record:</b> A collection of fields that includes the particulars of a specific entity. ✓	2	7
			<b>[15]</b>
	<b>TOTAL SECTION B:</b>		<b>75</b>

## SECTION C

## QUESTION 9: INTEGRATED SCENARIO

9.1	<ul style="list-style-type: none"> <li>• Will be able to see each other/pick up gestures/body language. ✓</li> <li>• Many participants simultaneously. ✓</li> <li>• Holistic communication experience. (✓✓ Any TWO)</li> </ul>	2	2		
9.2	<ul style="list-style-type: none"> <li>• Webinar ✓</li> <li>• Video call/video chat (✓ Any ONE)</li> </ul>	1	1		
9.3	<ul style="list-style-type: none"> <li>• Google Hangouts ✓</li> <li>• Adobe Connect</li> <li>• TeamViewer</li> <li>• Zoom</li> <li>• Cisco WebEx (✓ Any ONE or any other acceptable answer)</li> </ul>	1	1		
9.4	9.4.1	<ul style="list-style-type: none"> <li>• To increase the speed of processing. ✓</li> <li>• To increase temporary storage/more volatile memory. (✓ Any ONE)</li> </ul> <p><u>Explanation of answer:</u></p> <ul style="list-style-type: none"> <li>• No lagging. ✓</li> <li>• Continuous buffering.</li> <li>• Work with loads of data/high resolution graphics.</li> <li>• Multimedia files with audio and video. (✓ any one)</li> </ul>	1	12	
	9.4.2	9.4.2.1	<ul style="list-style-type: none"> <li>• Set up data projector to laptop with screen. ✓</li> <li>• Set up overhead projection facilities. ✓</li> <li>• Set up a big screen TV.</li> <li>• Set up multiple big screen TVs. (✓✓ Any TWO)</li> </ul>		2
		9.4.2.2	High definition ✓		1
			<p><u>Importance of port:</u></p> <ul style="list-style-type: none"> <li>• For transmission of digital signals/no need to convert analogue signals. ✓</li> <li>• Faster transmission.</li> <li>• Clearer/higher quality pictures.</li> <li>• Audio and video simultaneously.</li> <li>• Newest technology/compatible with latest devices (TVs and projectors). (✓ Any ONE)</li> </ul>		1
		9.4.3	<ul style="list-style-type: none"> <li>• Microphone ✓</li> <li>• Speakers ✓</li> <li>• Web-camera/video camera (✓✓ Any TWO)</li> </ul> <p><i>Note to marker:</i> Accept headset for 1 mark.</p>		2
		9.4.4	Wi-Fi / 802.11a/g/n ✓ Ethernet ✓		2
	9.4.5	So that different memory cards (CF, SD or MMC) ✓ can be read. ✓	2		



9.5	9.5.1	<ul style="list-style-type: none"> <li>• Seat height should be easily adjustable. ✓</li> <li>• Lower back support. ✓</li> <li>• Wider backrest.</li> <li>• Armrests.</li> <li>• Swivel. (✓✓ Any TWO or any other acceptable answer)</li> </ul>	2	
	9.5.2	<ul style="list-style-type: none"> <li>• Insufficient light. ✓</li> <li>• Poor distribution of light. ✓</li> <li>• Improper contrast.</li> <li>• Amount of glare.</li> <li>• Flickering. (✓✓ Any TWO or any other acceptable answer)</li> </ul>	2	4
9.6	<ul style="list-style-type: none"> <li>• Interaction via multimedia. ✓</li> <li>• Virtual field trips. ✓</li> <li>• Virtual visits from experts. ✓</li> <li>• Opportunity for expert teachers to engage all learners (across wider reach)/Telematics.</li> <li>• Learners can review recordings of video conferences.</li> <li>• Training of teachers from anywhere in the world.</li> <li>• Consulting with other teachers from across the world.</li> <li>• Lowering the cost of education.</li> <li>• Improve distanced/on-line education.</li> <li>• E-Learning. (✓✓✓ Any THREE or any other acceptable answer)</li> </ul>		3	3
9.7	<ul style="list-style-type: none"> <li>• Introduce yourself. ✓</li> <li>• Ensure adequate lighting. ✓</li> <li>• Check background.</li> <li>• Limit background noises/mute your microphone when others speak.</li> <li>• Make eye contact (with camera).</li> <li>• Don't be distracted by other actions (off camera).</li> <li>• Avoid interruptions.</li> <li>• Consider your words/comments/replies.</li> <li>• Respect other participants' contributions.</li> <li>• Stick to copyright rules.</li> <li>• Announce when leaving the conference.</li> </ul> <p style="text-align: right;">(✓✓ Any TWO or any other acceptable answer)</p>		2	2
			<b>[25]</b>	

## QUESTION 10

10.1	10.1.1	Intel ✓	1	3
	10.1.2	It generates a: <ul style="list-style-type: none"> <li>• Clearer image ✓</li> <li>• Brighter display ✓</li> <li>• Sharper image</li> </ul> <p><i>Note to marker: Also accept reference to quality of image (✓✓ Any TWO)</i></p>	2	
10.2	10.2.1	Used to describe the image quality✓ of a display device such as a monitor.	1	3
	10.2.2	17.3✓ Screen is measured diagonally from one corner to the other. ✓	2	
10.3	The amount of carbon dioxide released into the atmosphere as a result of the activities of a particular individual, organisation or community.✓		1	2
ANY ONE✓ <ul style="list-style-type: none"> <li>• Turn off computers when not in use. ✓</li> <li>• Managing your electricity consumption.</li> <li>• Limit the use of screensavers.</li> <li>• Use Green Equipment/devices.</li> </ul>		1		
10.4	10.4.1	RSI – Repetitive strain injury ✓	1	4
	10.4.2	Any ONE input device <ul style="list-style-type: none"> <li>• Braille-keyboard ✓</li> <li>• Keyboards with large keys</li> </ul> Any ONE output device <ul style="list-style-type: none"> <li>• Braille-printers ✓</li> <li>• Braille-‘screen’</li> <li>• Magnifying devices</li> </ul>	1	
		10.4.3	<ul style="list-style-type: none"> <li>• Screen readers ✓</li> <li>• Text to speech programs/voice recognition (✓ Any ONE)</li> </ul>	
10.5	10.5.1	<ul style="list-style-type: none"> <li>• Delete unused programs. ✓</li> <li>• Empty the Recycle Bin. ✓</li> <li>• Delete empty files.</li> <li>• Zip folders.</li> <li>• Use external hard drives and not internal hard drives to save files. (✓✓ Any TWO)</li> </ul>	2	2

10.6	10.6.1	E-mail spoofing is the forgery of an e-mail header ✓ so that the message appears to have originated from someone or somewhere other than the actual source. Distributors of spam use spoofing. ✓	2	6
	10.6.2	<ul style="list-style-type: none"> <li>• The most obvious financial cost of malware is the cost of purchasing software to prevent infection. ✓</li> <li>• Money has to be spent to renew licences to keep software up to date. ✓</li> <li>• Pay for services of experts to help them protect servers and web sites. (✓✓ Any TWO)</li> </ul>	2	
	10.6.3	<p>A 'Bot' (or 'robot') is a computer that has been infiltrated or infected and is controlled the moment the computer connects to the internet. ✓</p> <p>A 'Bot' can also be called a 'zombie', and such a computer's resources can be manipulated to update the hacker with info it requires and it can happen through a network of computers. ✓</p>	2	
10.7	10.7.1	Place the <hr/> tag in the body ✓ of the HTML document.	1	3
	10.7.2	<ul style="list-style-type: none"> <li>• Use a font tag ✓</li> <li>• Change the &lt;h1&gt; tags to a different ('smaller size') tags such as &lt;h2&gt; or &lt;h3&gt; (✓ Any ONE)</li> </ul>	1	
	10.7.3	Colour should be spelled as color ✓	1	
10.8	10.8.1	Memo/Long Text ✓	1	2
	10.8.2	Unique numbers are automatically assigned so that there can be no duplicate values. ✓	1	
			<b>[25]</b>	
			<b>TOTAL SECTION C:</b>	<b>50</b>
			<b>GRAND TOTAL:</b>	<b>150</b>