INSTRUCTIONS

1. You are allowed 15 minutes reading time before the examination begins during which you should read the question paper and, if you wish, make annotations on the question paper. However, you are not allowed, under any circumstances, to open the answer book and start writing or use your calculator during this reading time.

2. Number of questions on paper - 7.

3. FIVE questions ONLY to be answered.

4. Each question carries 20 marks.

5. Begin each answer on a fresh page.

6. DO NOT OPEN THIS PAPER UNTIL YOU ARE INSTRUCTED BY THE INVIGILATOR.

This question paper contains 4 pages

This question paper must not be removed from the examination hall.
1. (a) Describe an information centre.  
   (b) Describe any three duties/tasks of an information centre.  
   (c) State the three disadvantages of end user computing.  
   (d) State the three advantages of end user computing.  
   (TOTAL: 20 MARKS)

2. (a) Describe an Information Technology Disaster recovery plan.  
   (b) Explain any five contingency considerations in a disaster recovery plan.  
   (TOTAL: 20 MARKS)

3. (a) There are four types of numbering systems.

   Required:
   (i) Name the four types.  
   (ii) List the characters of a cycle for each of the four numbering systems.  
   (iii) Mention the base used for each of the four types of the numbering system.  
   (b) List the three types of character coding system and the number of bits used by each.  
   (c) How is data represented in a computer?  
   (TOTAL: 20 MARKS)

4. (a) Define the following terms:
   (i) Intranet  
   (ii) Extranet  
   (iii) E-mail  
   (b) What are:
   (i) Intranet applications;  
   (ii) Extranet applications.  
   (TOTAL: 20 MARKS)
(c) What is used to segregate an intranet from the internet? 2 Marks

(d) (i) Define the term “real time processing system”. 2 Marks
(ii) Define the term “batch processing system”. 2 Marks
(iii) State the advantage of using:
   (1) Online processing system; 1 Mark
   (2) Batch processing system. 1 Mark
   (TOTAL: 20 MARKS)

5. (a) There are three types of information within an organization.

   Required:
   (i) Describe the three types of information. 6 Marks
   (ii) What are the characteristics of each type of information? Mention three characteristics of each type. 9 Marks

   (b) What is good information. 2 Marks
   (c) Define the term “computer software”. 2 Marks
   (d) Is information classified as software or hardware? Give reason for your answer. 1 Mark
   (TOTAL: 20 MARKS)

6. (a) Write in full the abbreviations “CPU” and “ALU” and explain the role that is played by each one of them. 4 Marks

   (b) Outline the functions of the main store in the CPU. 2 Marks
   (c) Outline any six factors that you would look for when buying new computer equipment for your organization. 6 Marks
   (d) Computer networks are vital in organizations.

   Required:
   Describe two common types of computer networks. 4 Marks
   (e) Mention four advantages of being on a network. 4 Marks
   (TOTAL: 20 MARKS)

Continued/……
7. For a systems analyst to arrive at a satisfactory solution, he/she must be aware of the criteria of a good system design.

**Required:**

(a) Explain at least **five** requirements that a systems analyst should aim to satisfy. **10 Marks**

(b) Mention any **ten** system criteria that should be achieved. **10 Marks**

(TOTAL: 20 MARKS)

**E N D**