



**2004 VCE VET Information Technology GA 2: Written examination**

**GENERAL COMMENTS**

This Assessment Report provides information on student performance in Sections A and B, which were common to all three exams, and separate information for the Software, General and Network Administration case studies in Section C.

Generally, students who gave examples or talked in technical specifics gained better marks for the majority of questions. Pleasingly, most students made reference to the contexts in the stems of questions in their answers.

**SPECIFIC INFORMATION**

**Section A – Multiple-Choice questions**

This table indicates the number of students who chose each option. The correct answer is indicated by shading.

Question	A	B	C	D
	%	%	%	%
1	4	84	6	6
2	94	1	3	1
3	3	31	58	8
4	6	3	9	83
5	85	9	2	5
6	66	14	9	11
7	77	9	8	6
8	27	52	4	17
9	6	9	10	76
10	14	78	1	7
11	3	20	8	69
12	55	9	35	2
13	2	94	2	3
14	8	79	2	12
15	12	0	79	9
16	56	25	9	10
17	2	3	91	4
18	67	8	9	16
19	8	79	3	10
20	1	3	2	93

**Section B – Short answer questions**

For each question the elements of a correct answer are provided. In some instances there were other answers that were awarded marks.

**Question 1**

Marks	0	1	2	Average
%	7	15	78	1.7

Adjustable height on a chair provides back support and reduces strain on the body.

**Question 2**

Marks	0	1	2	Average
%	31	58	10	0.8

A Partitioning program (for example Fdisk) could be used to remove the partitions and then create new ones and reformat, or a disk 'scrubber' (multiple delete and write over) program could be used because undeleted programs exist.

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## Question 3

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Average</b>
<b>%</b>	21	41	38	<b>1.2</b>

A Reports Template could be set to open when the word processor starts using either a short cut or macro, or the standard template (that is, the Normal.dot) could be modified.

## Question 4

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Average</b>
<b>%</b>	23	22	32	22	<b>1.5</b>

An agreement could include the following points:

- the standard response time required
- the percentage of tasks that must be responded to in this time
- a list of critical tasks
- high priority tasks and low priority tasks
- a log of details of incoming tasks
- a code of conduct.

## Question 5

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Average</b>
<b>%</b>	5	10	85	<b>1.8</b>

A 'read only' file cannot be modified, meaning that ticket prices can be read but not changed.

## Question 6

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Average</b>
<b>%</b>	42	43	15	<b>0.7</b>

RAM is volatile and ROM is (semi-)permanent.

## Question 7

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Average</b>
<b>%</b>	21	8	71	<b>1.5</b>

Yes, because the afternoon shift has 35 members that all use computers, which exceeds the licence limit of 30.

## Question 8

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Average</b>
<b>%</b>	6	16	35	43	<b>2.2</b>

OH&S standard policies are required for audit or legal purposes and to communicate what the standard is to staff and management.

## Question 9

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Average</b>
<b>%</b>	3	13	37	46	<b>2.3</b>

Notifying users minimises disruptions to the users and allows feedback on the plan. Users have time to back up data as necessary or make plans if computers are needed at the time of the upgrade. The helpdesk is being proactive rather than reactive, and shows professionalism.

## Question 10

<b>Marks</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>Average</b>
<b>%</b>	42	28	30	<b>0.9</b>

An emulation program allows one computer program to mimic another for the purposes of running its software. It will allow Joan to open and use files produced by the other business.

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## Question 11

Marks	0	1	2	Average
%	6	15	79	1.7

A telephone help desk provides verbal communication to live personnel with immediate feedback and logging of problems/solutions for future reference.

## Question 12

Marks	0	1	2	Average
%	5	13	82	1.8

Regular maintenance tasks of a PC hard disk include:

- scanning the disk
- defragging
- backing up files
- cleaning out old files
- updating anti-virus, anti-malware or spam detection software.

## Question 13

Marks	0	1	2	Average
%	71	12	17	0.5

An ATA133 or better is needed to be able to access drives larger than 137 GB, so it is a hardware or BIOS problem. The technician should update the BIOS, or hardware and drivers, or BIOS and operating system, or motherboard.

## Question 14

Marks	0	1	2	Average
%	10	42	49	1.4

An upgrade would enhance the image of a modern business, be more efficient in software/file management and provide improved security.

## Question 15

Marks	0	1	2	Average
%	18	43	39	1.2

During installation the user is prompted with screen shots and often a wizard; for example, MS Office provides choice of location and options for standard or customised installation.

## Question 16

Marks	0	1	2	3	Average
%	6	18	50	26	2.0

A password can easily be shared with other people, whereas the source of a fingerprint has to be present to allow anyone else access.

When staff who use the biometric security leave the organisation, Keith should replace the old staff member's fingerprint information with the fingerprint information of their successor so that the new staff member gets the same access as the old one.

## Question 17

Marks	0	1	2	Average
%	8	33	60	1.5

Remote storage may be a problem because retrieval/access is more difficult if data is required urgently, there is a security risk during the transfer and procedures would be needed for dealing with the encryption key.

## Question 18

Marks	0	1	2	3	Average
%	18	32	34	16	1.5

The help desk can record each problem reported, categorise problems and report on the categories and solutions, and notify all clients when problems are reported and when they are solved.

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The company is responsible for faulty goods received, files that are corrupt on loading, and software that doesn't meet specifications or perform as advertised.

## Question 19

Marks	0	1	2	Average
%	5	36	59	1.5

Feedback ensures comprehension, tells if the pace of delivery is too fast or slow, helps ensure improved delivery next time and identifies problems in the operating system to enable changes to be made.

## Question 20

Marks	0	1	2	Average
%	10	33	57	1.5

USB technology is faster than standard serial ports, allows up to 127 devices per bus, is Hot swappable, and USB devices are very portable.

## Section C – Case Study: Software Applications

### Question 1

Marks	0	1	Average
%	9	91	0.9

Freda uses a template to provide a consistent or standard layout. This saves time and ensures the data is complete.

### Question 2

Marks	0	1	2	Average
%	22	43	35	1.2

Spreadsheet features that would assist Freda include:

- separate columns for date, surname and ID
- using 'sort' in columns
- using a filter/IF statement to separate out particular groups within a column.

### Question 3

Marks	0	1	2	Average
%	11	36	53	1.4

To print the invoice, the screen should include:

- the date of purchase
- a 'print' or 'submit' button.

### Question 4

Marks	0	1	2	3	4	Average
%	6	18	37	28	10	2.2

Mail merge is faster, requires less effort and allows the use of filtering to select groups.

The data could cause problems if it were inaccurate or out of date. The 'Name' and 'Address' groupings are not suited to mail label layout.

### Question 5

Marks	0	1	2	3	4	5	Average
%	3	7	13	31	15	32	3.5

Most students correctly indicated a location for the brochure templates and created a matching path, for example c:/exhibitions/brochures.

The template can be prevented from being modified by making it read only.

A global macro would include the directory path in the footer of all templates in all the applications Kim uses.

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## Question 6

Marks	0	1	2	3	4	Average
%	11	15	22	31	22	2.4

If the sale price is \$100 or less, a 10% commission is calculated. Otherwise a 5% commission is calculated.

Else

If 'sale\_price' is greater than \$5000  
Commission is 'sale\_price' multiplied by 3%

Else

Commission is 'sale\_price' multiplied by 5%  
End If

End If

## Section C – Case Study: General

### Question 1

Marks	0	1	Average
%	30	71	0.7

The coaches should have group training/train all at the same time.

### Question 2

Marks	0	1	2	Average
%	17	31	52	1.4

The club secretary needs one-on-one, specialised training because he needs to learn how to edit images and manage image files.

### Question 3

Marks	0	1	2	Average
%	29	24	47	1.2

Yes, because editing, collating and training will be easier if all coaches use the same templates and macros.

### Question 4

Marks	0	1	2	Average
%	34	30	36	1.0

The coaches need a macro that automates the selection and imports player names from the spreadsheet into a word processing document.

### Question 5

Marks	0	1	2	Average
%	16	16	68	1.5

Encryption technology could be used; data would be scrambled/encrypted, transmitted and unscrambled/decrypted at the other end. Another option would be to use password procedures that prevent unauthorised access to the network.

### Question 6

Marks	0	1	2	3	4	Average
%	17	19	37	20	7	1.8

The code decides automatically if the sponsor receives information by hardcopy or as electronic copy.

Few students were able to correctly place the 'IF' statements into the diamond shapes and indicate the direction of the 'yes' and 'no' flows.

### Question 7

Marks	0	1	2	3	4	5	Average
%	9	14	21	25	21	10	2.7

Sport For All needs a disaster recovery plan to minimise the effects of unforeseen disasters.

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A plan should include what has to be done, by whom and in what order, a list of hardware and software in the system, potential risks and recovery time.

A UPS ensures there is sufficient power to protect important data in the event of a general power failure.

## Section C – Case Study: Network Administration

### Question 1

Marks	0	1	2	3	Average
%	26	38	26	10	1.2

The network configuration is Peer to Peer.

The client-server configuration provides centralised or remote management of security, software updates, audits and virus protection.

### Question 2

Marks	0	1	2	Average
%	14	16	71	1.6

The upgrade described will give users increased speed when sending/receiving information, reduce the number of collisions during data transfer, provide more bandwidth to each user's PC and provide Internet/email access.

### Question 3

Marks	0	1	2	Average
%	8	48	45	1.4

The sales manager should be made a member of the 'Production' folder and 'Stores and delivery' folder; as a member of the major user groups he would have the needed access rights.

A network administrator needs access to all four areas to allow them to perform security duties.

### Question 4

Marks	0	1	2	Average
%	18	24	58	1.4

Giving the Local Users access only to view and enter data reduces the risks to security and the chance of accidental loss of data. Users in major user groups need full access to data/information to allow updates, changes and deletions as necessary.

### Question 5

Marks	0	1	2	Average
%	7	22	71	1.7

Valid login procedures authenticate users on the network.

Passwords should be changed regularly to reduce the risk of passwords being stolen, shared or used by former employees.

### Question 6

Marks	0	1	2	3	4	Average
%	8	14	21	30	27	2.5

A UPS provides emergency power to the servers and other devices for a limited time, allowing for data backup or the orderly shutdown of the systems.

Taped backup of corporate data ensures that, in case of system failure or data loss, data can be retrieved/restored to the system.

Servers are critical to the organisation and need to have a reliable and guaranteed level of service provided in case of failure. Access to IT expertise and replacement equipment is also important.

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## Question 7

Marks	0	1	2	3	Average
%	11	33	35	20	1.6

The network documentation provides information on the physical topology of the network, such as where all cables are terminated and where switches and routers are located.

The cable tester will help locate a cable break and monitor network traffic.

The first audit is necessary to list equipment, function and location and it acts as a baseline/benchmark for future reference.