



# Victorian Certificate of Education 2010

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

## STUDENT NUMBER

Figures

Words

|  |  |  |  |  |  |  |  |
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Letter

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# VCE VET INFORMATION TECHNOLOGY

## Written examination

Friday 12 November 2010

Reading time: 9.00 am to 9.15 am (15 minutes)

Writing time: 9.15 am to 10.45 am (1 hour 30 minutes)

## QUESTION AND ANSWER BOOK

### Structure of book

| <i>Section</i> | <i>Number of questions</i> | <i>Number of questions to be answered</i> | <i>Number of marks</i> |
|----------------|----------------------------|---|------------------------|
| A              | 20                         | 20  | 20                     |
| B              | 23                         | 23  | 70                     |
|                |                            |   | Total 90               |

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
- Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out liquid/tape.
- No calculator is allowed in this examination.

### Materials supplied

- Question and answer book of 22 pages.
- Answer sheet for multiple-choice questions.

### Instructions

- Write your **student number** in the space provided above on this page.
- Check that your **name** and **student number** as printed on your answer sheet for multiple-choice questions are correct, **and** sign your name in the space provided to verify this.
- All written responses must be in English.

### At the end of the examination

- Place the answer sheet for multiple-choice questions inside the front cover of this book.

**Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room.**

## SECTION A – Multiple-choice questions

### Instructions for Section A

Answer **all** questions in pencil on the answer sheet provided for multiple-choice questions.

Choose the response that is **correct** or that **best answers** the question.

A correct answer scores 1, an incorrect answer scores 0.

Marks will **not** be deducted for incorrect answers.

No marks will be given if more than one answer is completed for any question.

### Question 1

Rahel was correctly following standard operating procedures while repairing a computer when she sustained a minor injury. A first-aid officer attended to her injury, filled in an incident report and gave it to the Occupational Health and Safety (OH&S) manager. The OH&S manager noticed that Rahel's colleagues had also sustained similar injuries.

What is the best course of action for the OH&S manager to take next?

- A. take Rahel to a health clinic to see a doctor
- B. fix and update the standard operating procedures
- C. tell Rahel to fill out a Worker's Injury Claim Form
- D. review the work practices of Rahel and her colleagues

### Question 2

The diagram below shows a search engine window.



The highest-ranking results of the above search will include Internet pages that have information about

- A. X3286 **or** 'printer driver'.
- B. X3286 **or** printer **or** driver.
- C. X3286 **and** 'printer driver'.
- D. X3286 **and** printer **and** driver.

**Question 3**

The Help Desk of a large company received the following calls.

| Job | Time    | Caller           | Nature of problem  |
|-----|---------|------------------|--|
| W   | 8:45 am | Finance          | The payroll software requires an update                    |
| X   | 8:50 am | CEO              | No Intranet access, meeting with auditor                   |
| Y   | 9:00 am | Marketing        | Replace printer cartridge for a job needed next week       |
| Z   | 9:00 am | Training Manager | Presentation equipment needs setting up for this afternoon |

The rapidity of the calls made it necessary to prioritise the jobs.

Which is the most appropriate order to address the jobs?

- A. W, X, Y and Z
- B. X, W, Z and Y
- C. Z, Y, X and W
- D. X, Z, W and Y

**Question 4**

A large firm is upgrading an existing accounting system.

It is important for the users of the upgraded system to review its new user manual

- A. in case there are too many changes to the upgraded system.
- B. to make sure that the IT staff have done the upgrade correctly.
- C. to check for any spelling and grammatical errors in the user manual.
- D. to provide feedback if any changes need to be made to the user manual.

**Question 5**

Joshua calls the Help Desk to complain that he cannot access the network.

Which is the Help Desk's **most** appropriate first action?

- A. send a technician to fix the problem
- B. advise Joshua to power off and reboot the computer
- C. advise Joshua to try to connect using a different workstation
- D. advise Joshua to check that the network cable is properly connected

**Question 6**

When using the Internet at school a pop-up message informs you that your computer has a virus. The message also advises you to download a removal tool by clicking the included 'Download' button.

Which is the best action?

- A. click the 'Download' button and follow the instructions
- B. capture a screen image and email it to your systems administrator
- C. click the cancel button on the message and ignore it, as it is an advertising message
- D. click the 'Download' button and print out the instructions to show your systems administrator

**Question 7**

When assisting a friend of the family with purchasing a computer, the first thing you should check is

- A. what they want to do with the computer.
- B. their budget for the computer, software and extras.
- C. who provides the Internet connection and how fast it is.
- D. who will be using the computer and their level of experience.

**Question 8**

Greg rings up the Help Desk complaining that he cannot print to the network printer. Rana works at the Help Desk and checks the previous logs. She notices that the print server has problems due to an upgrade and the temporary solution is to reset the print server until the supplier sends an upgrade patch.

Rana's best course of action is to reset the print server and

- A. tell Greg the problem is fixed, then hang up the phone.
- B. explain the problem, apologise to Greg, then hang up the phone.
- C. wait on the phone until Greg prints to see if this solves his printing problems.
- D. hang up the phone, then call the supplier to complain about not sending the patch.

**Question 9**

An organisation uses a style guide when creating user documentation so that all user documents

- A. are written in exactly the same grammatical style.
- B. have consistent formatting, readability and clarity.
- C. can be accepted by the management of the organisation.
- D. can be proofread more easily by users of the organisation.

**Question 10**

Following are two typical computer operations.

- placing several files in a password-protected compression file (e.g. ZIP or RAR file)
- a word processor checks spelling while you are typing a document

These operations are

- A. two multitasking processes.
- B. a batch system and a real-time process.
- C. a batch system and a multitasking process.
- D. a real-time system and a multitasking process.

**Question 11**

Chris is a computer programmer. He is also an OH&S officer for his work area. He finished assessing the ergonomics of his office workspace and found some problems.

Chris's next action is to

- A. order ergonomic equipment to replace the deficient items.
- B. immediately fix all ergonomic problems before people hurt themselves.
- C. write a report based on his findings and submit the report to the OH&S manager.
- D. provide training to his colleagues on the best practice for creating an ergonomic environment.

**Question 12**

Tamana is a freelance document designer/writer. She is creating the user documents for a new company. The company does not have any defined standards but suggests that its documents should use either 11-point Times (serif font) or 11-point Arial (sans serif font).

What is the main reason Tamana decides to use the 11-point Times font?

- A. Serif fonts contain more special characters.
- B. Documents in serif fonts are easier to comprehend.
- C. Document style guides normally specify serif fonts.
- D. As Times is narrower than Arial, there will be fewer pages.

**Question 13**

Three common forms of software licensing include

- A. malware, freeware and off-the-shelf.
- B. shareware, open source and off-the-shelf.
- C. closed source, open source and freeware.
- D. malware, shareware and universal serial source.

**Question 14**

Hot-swap hard disk drives means

- A. mirrored drives with dual controllers.
- B. the same as RAID 5 (Redundant Array of Inexpensive Disks 5).
- C. drives will be automatically swapped-out when a server is overheating.
- D. failed drives can be replaced manually while the computer is still turned on.

**Question 15**

Alice is implementing a new accounting system. She installed it for a small number of users to test, before implementing it company wide. She is collecting feedback from the testing staff to prepare the Help Desk for the full implementation.

Which is the **most** useful feedback for this purpose?

- A. features working differently in the new system
- B. records containing incorrectly converted details
- C. spelling and grammatical errors in the help screens
- D. suggested additions to navigation buttons and menu system

**Question 16**

You are the leader of a team, one of whom suffers an avoidable workplace injury.

Which is the most appropriate sequence of tasks for you to undertake after this incident?

- |  |   |
|--|---|
| <p><b>A.</b></p> <ul style="list-style-type: none"> <li>advise workplace safety officer of incident</li> <li>check whether OH&amp;S policies are adequate</li> <li>draft new OH&amp;S policies to cover incident</li> <li>submit new policies to workplace safety officer</li> </ul> | <p><b>B.</b></p> <ul style="list-style-type: none"> <li>draft new OH&amp;S policies to cover incident</li> <li>advise workplace safety officer of incident</li> <li>assess the severity of the injuries</li> <li>submit new policies to workplace safety officer</li> </ul> |
| <p><b>C.</b></p> <ul style="list-style-type: none"> <li>advise other team leaders of incident</li> <li>submit new policies to workplace safety officer</li> <li>check whether OH&amp;S policies are adequate</li> <li>assess the severity of the injuries</li> </ul>                 | <p><b>D.</b></p> <ul style="list-style-type: none"> <li>assess the severity of the injuries</li> <li>check whether OH&amp;S policies are adequate</li> <li>advise other team leaders of incident</li> <li>draft new OH&amp;S policies to cover incident</li> </ul>          |

**Question 17**

Tomas decided to upgrade his RAM. He installed the RAM himself but then had trouble with his computer. It would start up but turn off after about 10 minutes.

The most likely cause of the problem is

- A. the power supply is not working correctly.
- B. he damaged the RAM during the installation.
- C. he damaged the motherboard during the installation.
- D. he used incorrect procedures when installing the RAM.

**Question 18**

Lee decided to create a restore (or reference) point using 'System Restore'.

What information does the restore point contain?

- A. the entire hard drive contents
- B. the operating system and recently modified data
- C. the operating system and applications only, without data
- D. some dynamic system and configuration files, and registry settings

**Question 19**

Joseph works for a large sporting organisation. It has a ten-year-old database of members and volunteers. The database system is undergoing major modifications and upgrades. Joseph's task is to update the database system's user manual.

Which is the most appropriate sequence of tasks for Joseph to undertake?

- |   |  |
|---|--|
| <p><b>A.</b></p> <ul style="list-style-type: none"> <li>obtain user feedback on current system</li> <li>obtain user feedback on new system</li> <li>write new user documentation</li> <li>distribute final documentation</li> <li>obtain user feedback on documentation</li> </ul>    | <p><b>B.</b></p> <ul style="list-style-type: none"> <li>obtain new system specifications</li> <li>update current user documentation</li> <li>design new documentation standard</li> <li>obtain user feedback on documentation</li> <li>submit documentation for approval</li> </ul>    |
| <p><b>C.</b></p> <ul style="list-style-type: none"> <li>obtain user feedback on current system</li> <li>obtain user feedback on new system</li> <li>write new user documentation</li> <li>obtain user feedback on documentation</li> <li>submit documentation for approval</li> </ul> | <p><b>D.</b></p> <ul style="list-style-type: none"> <li>design new documentation standard</li> <li>obtain user feedback on current system</li> <li>update current user documentation</li> <li>distribute final documentation</li> <li>obtain user feedback on documentation</li> </ul> |

**Question 20**

Virtual memory is a computer system technique that gives an application program the impression that it has contiguous working memory.

Virtual memory works in a computer

- A. by using hard disk space to extend physical memory size.
- B. in the same way as RAM, because it is part of RAM itself.
- C. by moving little-used content from RAM to the hard drive.
- D. by redefining the address space with a contiguous virtual memory address.

**SECTION B – Short answer questions****Instructions for Section B**

Answer **all** questions in the spaces provided.

**Question 1**

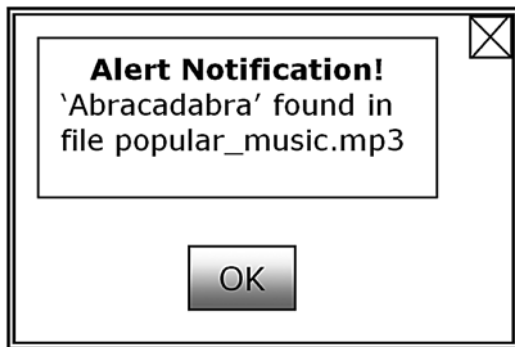
List three **measurable** criteria that Help Desk management can use to monitor a Help Desk's performance.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

3 marks

**Question 2**

Hassan works for BCA Bookshop and backs up his work on a 2 TB USB hard disk. He also uses this disk to back up personal data. At home, he downloaded a pirated music file from the Internet. When he accessed this file at work from his USB hard disk, the following message popped up.



- a. Suggest why this message popped up on his computer.

\_\_\_\_\_

1 mark

- b. Explain in detail the best action for Hassan to take.

\_\_\_\_\_

\_\_\_\_\_

1 mark

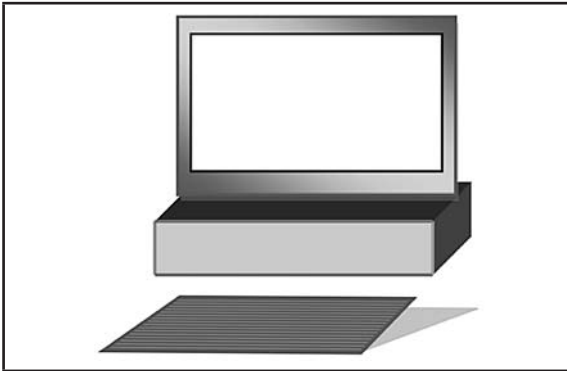
- c. How could Hassan have prevented this message from popping up in the first place?

\_\_\_\_\_

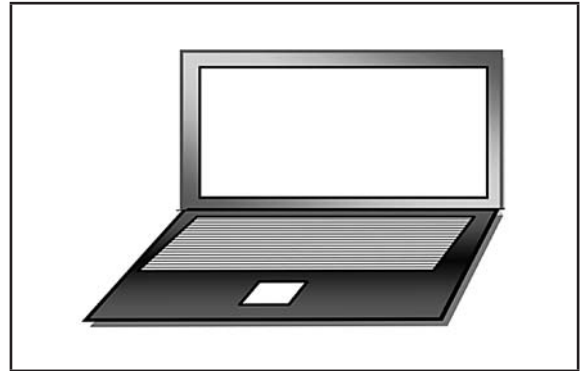
1 mark

**Question 3**

Choose one of the following computers.



Desktop



Notebook

Computer chosen \_\_\_\_\_

State **one** advantage and **one** disadvantage of using this computer from an Occupational Health and Safety (OH&S) viewpoint.

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

2 marks

**Question 4**

The creator of user documentation must consider several factors.

Tick (✓) the **two** most appropriate boxes that describe good user documentation features.

- caters for fluent English-speaking users
- has captions used underneath screen dumps in very small font size
- is clear to the target audience
- meets most of the business and user requirements
- has consistent formatting with relevant screen dumps
- information is easier to find through the index than the table of contents

2 marks

**Question 5**

Give a reason why an organisation uses a standard when producing user documentation.

\_\_\_\_\_

1 mark



**Question 6**

Cindy works for a graphic design firm and uses her computer for most of the day to edit photos, create logos and design brochures. The table below describes Cindy's computer use.

Complete the table by writing in the OH&S impact on Cindy's health.

|                 | Computer use  | OH&S health impact |
|-----------------|---|--------------------|
| <b>Keyboard</b> | Types continuously without a break  |                    |
| <b>Posture</b>  | Sometimes slouches over the keyboard with her feet stretched out under the desk |                    |

2 marks

**Question 7**

Some laptops are available with a Solid State Drive (SSD) instead of a Hard Disk Drive (HDD).

- a. List **two** advantages of using an SSD, compared to an HDD, in a laptop.

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2 marks

- b. List one disadvantage of using an SSD, compared to an HDD, in a laptop.

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1 mark

**Question 8**

An antivirus program found an infected file and offered the choices to 'Quarantine' or 'Delete' the file.

- a. Explain the purpose of quarantining an infected file.

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2 marks

- b. Explain how a worm differs from a general virus.

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1 mark

**Question 9**

Valley Movies is a cinema that sells tickets online to customers. This saves customers queuing when they wish to see a particular film.

Thomas attempted to purchase his ticket online using his credit card, but halfway through the transaction his Internet browser crashed. The cinema’s website has a feedback form for customer queries.

- a. Add two important missing items to the following online feedback form.

The diagram shows a website layout for Valley Movies. On the left side, there is a vertical navigation menu with a 'Valley Movies' logo at the top. Below the logo are buttons for 'Main Menu', 'Home', 'Coming Attractions', 'Valley Club', 'Feedback', and an empty button. At the top right of the page are three buttons: 'Valley Club', 'Current Specials', and 'Buy Online'. The main content area contains a 'Feedback' heading above a large empty rectangular text box.

2 marks

When Thomas tried to complete the feedback form, he was not sure what to do.

- b. Describe one way for Valley Movies to provide help on the feedback form.

\_\_\_\_\_

1 mark

Valley Movies also has a survey where customers answer questions and give their feedback. It publishes the results of the survey on the website.

- c. Explain why the cinema went to so much trouble to do this.

\_\_\_\_\_

\_\_\_\_\_

1 mark

**Question 10**

One of the OH&S rules at Ramani’s workplace states, ‘All employees must use a chair fitted with a gas lift seat’.

Describe the main **ergonomic** benefit of a gas lift chair.

\_\_\_\_\_

\_\_\_\_\_

1 mark

**Question 11**

- a. Explain the difference between operating system software and application software.

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1 mark

- b. Name **two** functions of a computer's operating system.

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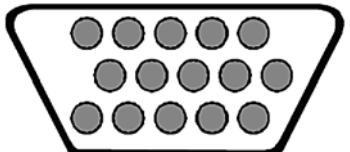



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2 marks

**Question 12**

Complete the following table by giving an example of a device that connects to each computer connector shown.

| Cross section of connection   | Device |
|---|--------|
|    |        |
|  |        |
|  |        |
|  |        |

4 marks

**Question 13**

There are many types of workplace hazards, such as

- chemical
- environmental
- electrical
- manual handling
- mechanical
- psychological.

Label each of the situations in the table below with one of the hazards in the list.

| <b>Situation</b>  | <b>Hazard</b> |
|---|---------------|
| Caitlin's computer has failed, so she will need to work overtime to produce her weekly report on time.  |               |
| A new enclosed printer and photocopier room is being built in a corner of an open-plan office. While the room is being built, the printer and photocopier are working in an unused workspace, where paper is also stored. |               |
| The carpenters building a printer and photocopier room leave their tools and materials stacked outside the room in a passageway that leads to the lunchroom.  |               |
| A printer and photocopier room contains several photocopiers. One is an older model. Its toner is in bottles, which the operator opens manually and pours into the copier.  |               |

4 marks

**Question 14**

You are compiling a policy and procedures manual. The Workplace Safety Officer submitted the following text as part of the OH&S section.

**Workplace hazards**

The following common hazards: biological agents (bacteria, viruses), electrical (current, lightning), extreme temperature, falls (falling objects, people falling from height), hazardous substances (acids, asbestos, hydrocarbons, poisons), loud noise, machinery, manual handling (heavy loads, muscular strain), psychological stress (bullying, conflict, violence) and radiation (lasers, microwaves, ultraviolet light) may be classified as OH&S hazards.

In the workplace environment, the responsibility of ensuring the optimal safety of each person is shared equally by all employees, employers, contractors, suppliers and visitors.

Identify four ways of making this text comply more closely with good user documentation guidelines.

**Note: you are not required to rewrite the text.**

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_

4 marks

**Question 15**

Your computer takes a very long time to open a large file that is stored on the company server. However, a copy of the same file saved locally on your computer opens much faster. You think that a 'bottleneck' might be causing the delay.

- a. Explain what a bottleneck is in this context.

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1 mark

- b. Give **two** different examples of a possible bottleneck in this context.

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2 marks

- c. Select one of your answers from **part b.** and describe a test that will check whether it is a bottleneck.

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1 mark

**Question 16**

Leanne and Elias share the job of Accounts Payable Officer for the Mytown Council. They use the APgroup account to log on to the organisation's computer network. They both know the APgroup password.

All passwords in the organisation change every two months and are required to meet the organisation's complexity rules.

- a. Explain an advantage of sharing the APgroup login.

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1 mark

- b. Explain a disadvantage of sharing the APgroup login.

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1 mark

- c. Describe why the following three email accounts are used by the Accounts Payable department.

- APgroup@mycouncil.vic.gov.au
- leanne@mycouncil.vic.gov.au
- elias@mycouncil.vic.gov.au

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2 marks

**Question 17**

Helena calls you at the Help Desk to say her computer suddenly powered off while she was updating an existing document stored on her local hard drive.

a. Tick (✓) the most appropriate **first** action to undertake.

- check the Help Desk logs to see if her computer has done this previously
- tell her to wait 30 minutes, then reboot and call again if the problem persists
- ask her to check that power is available and the power cable is connected
- ask her to check that the screen is properly connected (both power and data)
- ask her to check that the network cable is properly connected

1 mark

The recommended action has no effect.

b. Tick (✓) the most appropriate **next** action to undertake.

- have her connect the computer to a different power point
- check the computer for viruses, pop-up advertisements and other malware
- send a technician on site to investigate
- install the latest motherboard BIOS update
- have her computer delivered to the repair centre and replace it temporarily with a spare one

1 mark

Helena's computer is working again. However, she cannot open the document she was working on when it failed.

c. What is the most likely reason she cannot open her document?

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1 mark

d. What must Helena do to recover her document?

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1 mark



**Question 18**

a. Tick (✓) the boxes of **four** items that use space in a computer’s physical RAM.

- operating system
- virtual memory
- CD image data
- programs run by the user
- temporary backup files
- video RAM
- recently closed files
- data used by the running programs

2 marks

b. State which of the systems below will have the most available RAM for a CAD program, and explain why this is the case.

| Component                     | System 1 | System 2 |
|-------------------------------|----------|----------|
| CPU and motherboard (64-bit)  | ✓        | ✓        |
| RAM (DDR3)                    | 6 GB     | 4 GB     |
| Video (512 MB)                |          | ✓        |
| Video (1 GB)                  | ✓        |          |
| Operating System (32-bit OEM) | ✓        |          |
| Operating System (64-bit OEM) |          | ✓        |

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2 marks

**Question 19**

ToyShopForAll, a large toy company, asked an IT consultant to write a user manual for its new database system.

- a. Explain the first thing the IT consultant does before writing the user manual.

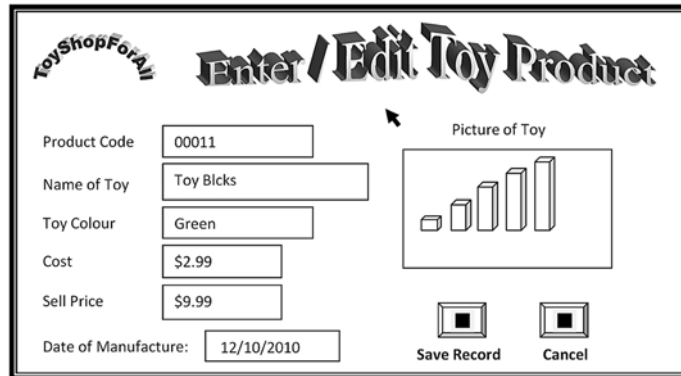
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1 mark

A screen dump from the database system is shown below.



- b. Describe the step(s) a user takes to alter the name of the toy, assuming a GUI interface.

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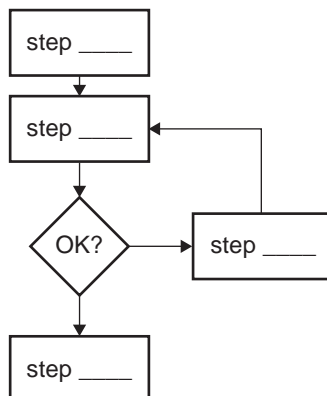
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1 mark

The table below describes possible steps that occur after writing the user manual.

- c. Write the numbers of the appropriate steps on the flowchart provided.

| Step | Description                                      |
|------|--|
| 1    | Review system specifications                     |
| 2    | Gather and analyse feedback                      |
| 3    | Design documentation template                    |
| 4    | Submit user manual to ToyShopForAll for approval |
| 5    | Submit user manual to target audience for review |
| 6    | Make changes to user manual                      |



2 marks

**Question 20**

- a. Training Needs Analysis (TNA) is a process used to determine the training required by a client or group of people in the workforce. A large company will be installing a new stock control system in the next six months.

Tick (✓) the boxes of the **four** most important things you would need to determine when conducting a TNA for this company.

- budget
- current hardware
- level of help documentation required
- software skills required
- type of data to be entered on the system
- type of tasks required
- novice, intermediate or advanced users
- venue close to public transport

2 marks

- b. Three months after the training is complete, suggest the most appropriate way to gather feedback on the training and evaluate its success.

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1 mark

- c. What is the best way to determine the level of technical support the users would require once the new stock control system is fully operational within the workplace?

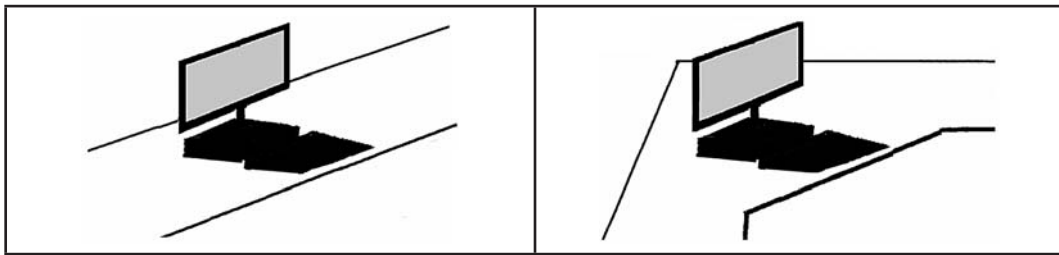
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1 mark

**Question 21**

You are assisting a workstation manufacturer to design new workstations for your office. The manufacturer offers several alternative features. You must ensure that the final design is suitable for staff members of all heights and builds.

**Workstation layout**



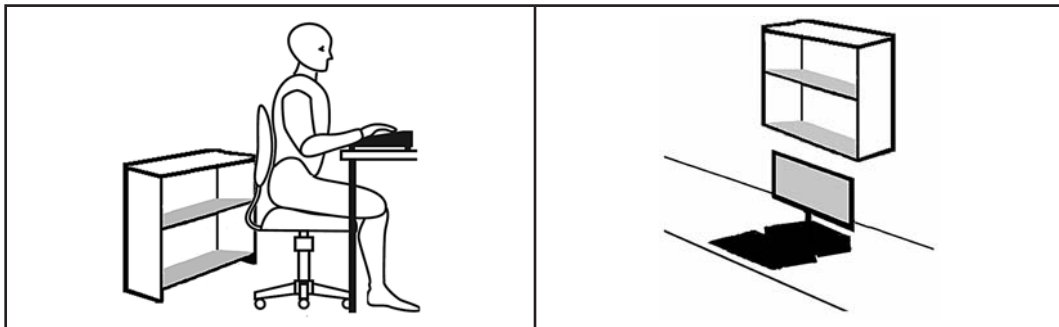
Monitor and keyboard in the centre of a straight workspace

Monitor and keyboard on a diagonal workspace corner

a. Tick (✓) the box of the preferred **workstation layout** and explain **one** advantage of your choice.

1 mark

**Bookshelf placement**



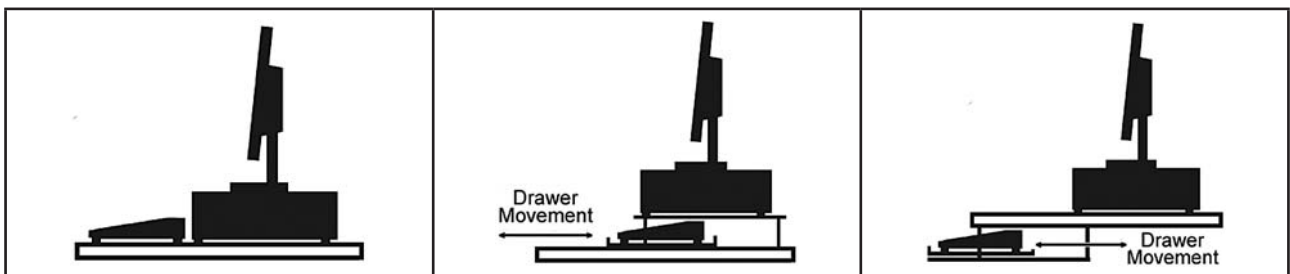
Open-faced bookshelf on floor behind chair

Open-faced bookshelf attached to the wall above the workspace and monitor

b. Tick (✓) the box of the preferred **bookshelf placement** and explain **one** advantage of your choice.

1 mark

**Keyboard location**



No keyboard drawer

Pull-out keyboard drawer on the work surface, under the computer and monitor

Pull-out keyboard drawer under the work surface

c. Tick (✓) the box of the preferred **keyboard location** and explain **one** advantage of your choice.

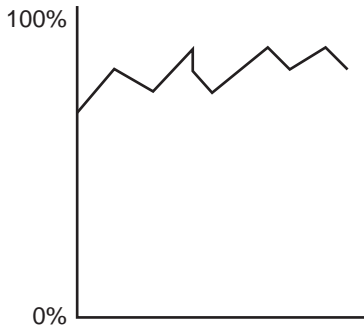
1 mark

**Question 22**

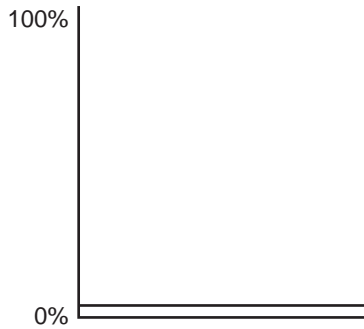
Amy works for a games development company. She is testing the company's latest computer game, which has intense 3D graphics. She complains to the Help Desk that her system is running slowly. Her computer includes an Intel Core2 Duo, 4 GB RAM, a high-end 3D graphics card and a 500 GB SATA II hard disk.

The Help Desk uses a systems diagnostic tool on her computer to assess its performance while the game is running.

The following graphs show her computer's resources.



CPU 1  
percentage usage vs time



CPU 2  
percentage usage vs time



physical memory  
MB usage vs time

- a. Why is Amy's computer running slowly?

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1 mark

- b. What is the best way to fix the problem?

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1 mark

**Question 23**

One morning the Help Desk receives a large number of calls. Your job, as the Help Desk supervisor, is to monitor system-wide problems. Following is a summary of the information from the first few calls.

| Name   | Location | Issue   |
|--------|----------|---|
| Alfred | B        | no Internet   |
| Bron   | A        | email program is not responding                         |
| Carlos | A        | cannot log in to network                                |
| Dave   | C        | no Internet   |
| Eddy   | A        | cannot open network drive files                         |
| Fatima | B        | sent an email to a client but they have not received it |
| Gina   | A        | cannot print to network printer                         |

You made some follow-up calls to get more information from the users, and placed the information in the following table. Unavailable information was marked with ‘-’.

| Name   | Location | Internet                        | Internal email | External email | Login | Network files | Network printing |
|--------|----------|---------------------------------|----------------|----------------|-------|---------------|------------------|
| Alfred | B        | no                              | ok             | no             | -     | ok            | ok               |
| Bron   | A        | has gone to an off-site meeting |                |                |       |               |                  |
| Carlos | A        | -                               | -              | -              | no    | -             | -                |
| Dave   | C        | no                              | ok             | no             | -     | ok            | ok               |
| Eddy   | A        | no                              | no             | no             | -     | no            | no               |
| Fatima | B        | no                              | ok             | no             | -     | ok            | ok               |
| Gina   | A        | no                              | no             | no             | -     | no            | no               |

a. Tick (✓) the box for the most likely single cause of all these problems.

- file server is not working
- mail server is not working
- network switch is not working
- Internet connection is broken
- applications server is not working

1 mark

b. Explain how the fault you identified can produce printing, login and Internet problems.

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1 mark