

VCE VET Information Technology GA 2: Examination

GENERAL COMMENTS

An examination for VET Information Technology Certificate III – General, Software Applications or Network Administration level was introduced in 2001. The examination as well as the sample examination paper (Supplement 1 to the June 2001 *VCE Bulletin*, No. 165) for 2001 was based on the common five units of competence in the three available programs for VET Information Technology.

As the competencies within the Information Technology programs do not specify particular operating systems and software packages, the examination items were framed generically.

The five units of competence examined were:

- create user and technical documentation
- migrate to new technology
- use advanced features of computer applications
- install and optimise systems software
- provide advice to clients.

The examination was developed into three sections. Section A consisted of 20 multiple-choice items; Section B consisted of short-answer responses. In Sections A and B, each item focused on the underpinning knowledge identified in the evidence guide of the relevant competency standard. Section C was developed to be a short case study that used the holistic knowledge approach to all the five units of competence. This section was a substitute to developing additional questions based specifically on the General, Software Applications or Network Administration program.

The 2002 Examination

For 2002, the examination will incorporate the five common units of competence, as well as questions based on the specific ‘elective’ competencies that make up the Unit 3–4 sequence in each program (refer to the Examination task overview, p. 27 in the *Information Technology Assessment Guide 2001*). The format of the examination will therefore differ from that of the 2001 examination paper.

The 2002 examination will consist of three sections. Section A will consist of 20 multiple-choice items whereas Section B will consist of short-answer responses. In Sections A and B, each item will focus on the underpinning knowledge identified in the evidence guide of the relevant competency standard.

The five units of competence used to examine Section A and B are:

- create user and technical documentation
- migrate to new technology
- use advanced features of computer applications
- install and optimise systems software
- provide advice to clients.

Section C will consist of items based on the competencies specific to each qualification, that is:

- Software Applications – ICAITU018A Develop Macros and templates for clients using standard products
- General – ICAITU018A Develop Macros and templates for clients using standard products and ICAITS032A Provide Network Systems Administration
- Network Administration – ICAITS032A Provide Network Systems Administration and ICAITS034A determine and action network problem.

SPECIFIC INFORMATION

Section A – Multiple choice

- | | |
|-------|-------|
| 1. D | 11. C |
| 2. B | 12. D |
| 3. B | 13. B |
| 4. A | 14. A |
| 5. C | 15. C |
| 6. A | 16. B |
| 7. C | 17. D |
| 8. A | 18. D |
| 9. C | 19. B |
| 10. C | 20. B |

Section B – Short answer

Possible answers

Question 1

- to increase productivity/quicker access to functions
- to create menu items to run macros
- to meet the user needs/organise and manage applications better
- adding buttons as an alternative to remembering short cut keys
- standardise an application
- to meet organisational policy and procedure requirements
- to meet industry standards

Question 2

- fldCustLastName
- fldToy Price
- fldCustomer Address

Question 3

a.

A disk cache is a temporary area in the computer's memory which is used to store disk data.

b.

Disk caching speeds up file access and improves system performance.

Question 4

a.

A macro is a set of commands to perform a single task or series of tasks.

b.

- use macro recorder
- write macro code
- enter key strikes

c.

- short cut keys
- create buttons
- create menu items
- run from code
- execute macro recorder
- toolbar

Question 5

Instructional Manual – text document: provides information for the user on how to use the computer system; hardware or software, installation and configuration details.

Training Material aims to teach users how to use a computer system; usually a software application and can be text or online.

Policy and Procedures documents – describes organisational rules and guidelines, job requirements.

Question 6

A form of online documentation in which instructions are presented on screen for the user to follow.

Question 7

- accept data (**input**)
- **process** (change/manipulate) data in some manner
- produce an **output**

Question 8

To provide a detailed description of the data in a system. A central repository of information about data.

Question 9

A maintenance history **logbook** or specific area as dictated by company standards.

Question 10

1. Book 1 has failed to print and is holding up the other jobs in the queue.
2. All jobs are owned by different users.
3. This is the printer queue for the Xerox DC 400/350/250 PCL 6 printer.

Question 11

a.

- storage of backup tapes on site could result in the company losing all of its data – given this scenario the restoration process would be long causing major disruption to the business
- excessive heat can cause equipment failure
- single self-locking entry point could be disastrous in an emergency
- using the room to store paper and printer cartridges adds fuel to the fire

b.

- ensure backup tapes are stored off site
- find an alternative storage area for the printer consumables
- install blinds and or air conditioning to control temperature and humidity
- ensure multiple access points to the room and doors can be opened from the inside
- ensure firm's safety policy are adhered to – install fire extinguisher
- relocate the server to a more suitable location

Question 12

- provide information on the latest software and hardware
- contain potentially useful information such as product comparisons, in-depth articles, problem-solving articles, hints and tips
- reviews of new and emerging technologies
- past editions – research for specific articles

Question 13

a.

README files, any text based file, help file

b.

Installation information, known bugs, details of undocumented features.

Question 14

3, 1, 2

Question 15

Ask the Accounts Manager for details about the last time the file was modified. Retrieve the backup media for that particular day and restore the file.

If the date of the last modification cannot be ascertained, **retrieve** Tuesday's backup and search for the file. Keep working backwards until the file is found. Complete the **restore** process. Note, the last known backup is Friday's.

Question 16

- cost-effective
- interaction with other staff
- generation of new ideas
- support between staff
- size of class is effective
- staff at same level of understanding
- time

Question 17

- legal issues related to the use of unlicensed software
- the integrity of data could have been breached
- new viruses are appearing everyday so updates are critical
- by not viewing the log of events at appropriate intervals the company could be missing possible problems

Question 18

- upgrade RAM from 32Mb to 64Mb
- purchase and install a CD-ROM drive

Question 19

- hardware
- operating system
- applications

Question 20

- runs other programs
- input from the keyboard
- tracking files and directories (file management)
- output to the monitor

- controlling peripheral devices (printers, disk drives etc)
- coordinates users and different programs running at the same time

Question 21

Email or chat lines

Question 22

A correct answer would cover resistance to change

Section C – Case study

Possible answers

Question 1

- LAN (network)
- future needs (Toula)
- cost
- technical support (warranty)
- training requirements
- reliability for hardware replacement
- maintenance agreements
- system software compatibility with application software
- complexibility
- RAM size
- hard disk size
- flexibility
- intranet and internet capability
- client's current and future needs and requirements

A correct answer must include future needs and LANs. Students had to have minimum of four examples and were expected to give enough information to display understanding and not just list ideas.

Question 2

- ability to eliminate repetitive tasks and produce timely documents
- create, edit, store, print, formatting, spell check, mail merge, macros, templates
- eliminate need to completely reproduce document each time required
- ability to contain photograph in document, eliminate expense/time delays by storing photograph digitally
- create template to eliminate formatting if biographies are standardised
- use macros to eliminate repetitive tasks

Question 3

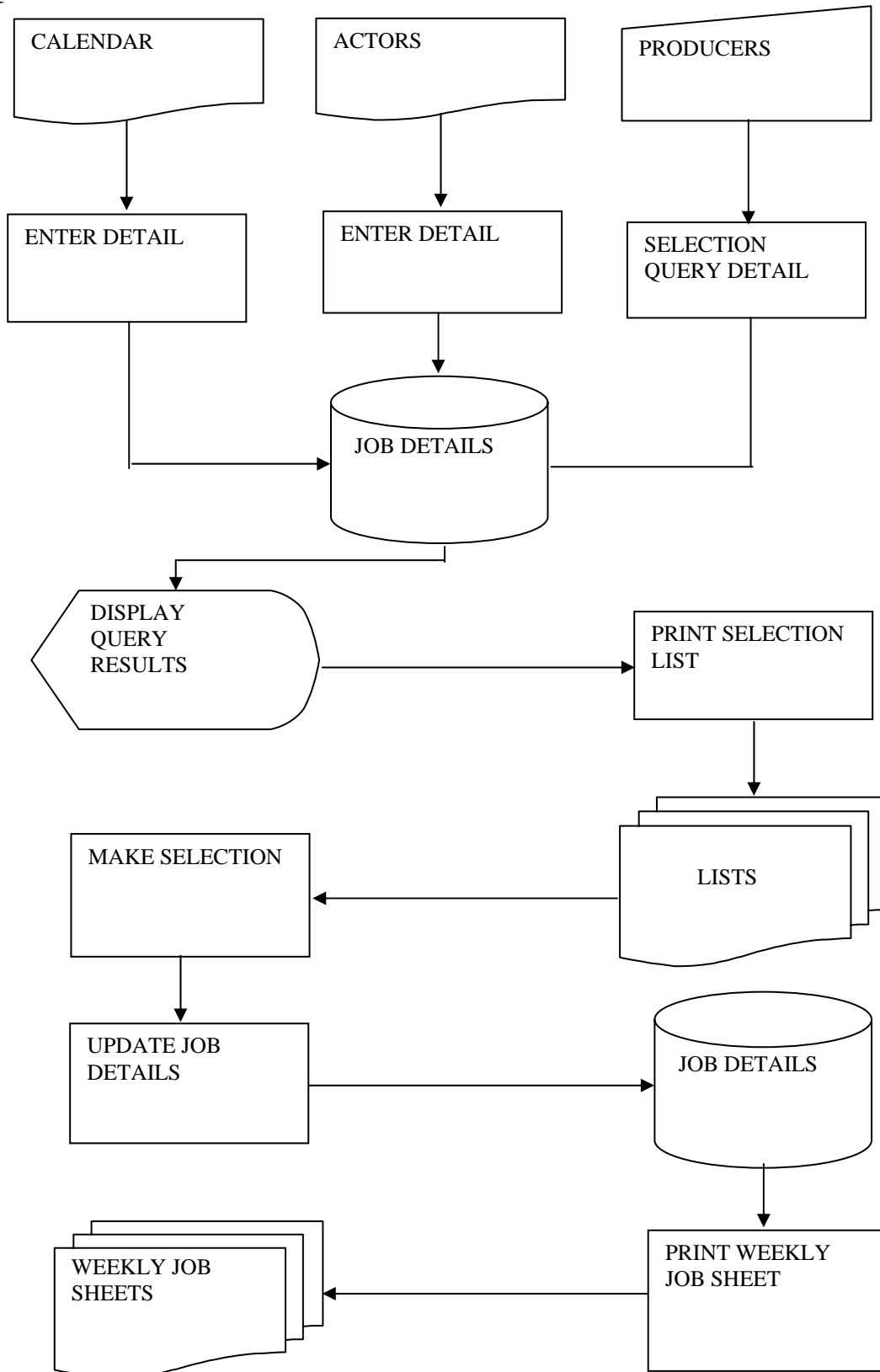
a.

- since all details of an actor's work schedule are going to be recorded in a database, then this information could be exported to a word document template saving re-keying, increasing accuracy of information, elimination of repetitive task
- may increase timeliness of production

b.

- need to consider the method of transfer – whether to floppy disk or via a LAN setup
- need to consider whether hardware and operating system are able to support a LAN setup
- cost associated with the increased complexity
- training for Rochelle, either to transfer information by disk or LAN. If by floppy, reliability of transfer. Usefulness of either option

Question 4



Question 5

a. Driver software

b. Flatbed scanner converts the actor's photographs to a digital image that can be stored electronically and used as often as required.