



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF SCIENCE, TECHNOLOGY, AGRICULTURE AND FOOD
SYSTEMS DEVELOPEMNT

DEPARTMENT OF INFORMATION SYSTEMS

EXAMINATION PAPER

COURSE CODE : UWC 100
COURSE TITLE : Introduction to Computers and Computer
Applications
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 1.1
DATE : 2024 09 APR 2024

INSTRUCTIONS TO CANDIDATES:

1. This paper consists of 3 sections
2. Answer **ALL** Questions in SECTION A and any **ONE** in SECTION B
3. Start each Question on a new page

There are 4 printed pages for this question paper

SECTION A : Answer ALL Question

Question 1

Clearly explain the following computer crimes:

- a) Espionage
- b) Cyberbullying
- c) Slander
- d) Cracking
- e) Spamming

[5 x 2 marks]

Question 2

All members of staff that use a school's network have their own login names and passwords. A new member of staff was given the following advice. "*Write your login name and password on a post-it note and stick it on the rim of your monitor so that you don't forget it*".

- a) State why this is not good advice. **[2 marks]**
- b) Give FOUR brief, but more appropriate pieces of advice about choosing a password and login name, and keeping them confidential.

[8 marks]

Question 3

- a) Define a server **[3 marks]**
- b) Give any two areas where servers can be used **[4 marks]**
- c) State any THREE types of servers you know **[3 marks]**

Question 4

- a) What is a web browser? **[2 marks]**
- b) List any two examples of web browsers **[2 marks]**
- c) Distinguish between *internet*, *intranet* and *extranet* indicating areas where each can be used **[6 marks]**

Question 5

- a) Clearly distinguish between system software and application software [2 marks]
- b) Clearly explain the purposes of the following software in a computer system:
- i. Operating system
 - ii. Device drivers
 - iii. Utilities
 - iv. Translators
- [4 x 2 marks]

Question 6

Below are some of the most common error codes found in Microsoft Excel. For each error code below, **provide a brief description** of what each error code means and how do you fix it.

- i. #####
 - ii. #REF!
 - iii. #NULL!
 - iv. #VALUE!
 - v. #DIV/0!
- [5 x 4 marks]

Question 7

As more and more companies adopt the use of computers in their operations, most communications are now being done using email. Email communication has a lot of advantages to offer compared to its surface mail counterpart, also known as "snail mail".

- a) Explain what the letters in the email term CC stand for. [2 marks]
- b) Explain what BCC stand for and why it is used. [4 marks]
- c) State one program you can use to access your emails. [2 marks]
- d) Forward is a very useful email command. Give an example of when this command can be used in a business environment. [2 marks]

SECTION B

(Choose ONE question from this section. The section carries **20 marks**)

Question 8

What is the Decision Support System? Describes the Types of Decision Support System Models.

[20 marks]

Question 9

Discuss the benefits and drawbacks of students using the internet to carry out research.

[20 marks]

**** Wishing you all the best ****