



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF SCIENCE, TECHNOLOGY, AGRICULTURE AND FOOD
SYSTEMS DEVELOPMENT

DEPARTMENT OF INFORMATION SYSTEMS

EXAMINATION PAPER

COURSE CODE : UWC 100
COURSE TITLE : Introduction to Computers and Computer Applications
DURATION : 3 Hours
LEVEL : 1.1
DATE : 2025

08 APR 2025

INSTRUCTIONS TO CANDIDATES:

1. This paper consists of 3 sections
2. Answer **ALL** Questions in **SECTION A**
3. Answer **ONE** Questions in **SECTION B**

There are 5 printed pages for this question paper

SECTION A

(Answer all questions from this section)

Question 1

By providing examples relevant to a small retail company, define what is meant by the following terms:

- a) Computer System
- b) Data
- c) Information
- d) Application Software
- e) Excel

[5 x 2 marks]

Question 2

Software can be broadly classified into TWO main categories;

- a) Name and briefly explain what each category does [4 marks]
- b) Give TWO examples of an operating system [2 marks]
- c) Explain the functions of operating system [4 marks]

Question 3

- a) A bank has installed an Automated Teller Machine (ATM) outside its building for its customers. The ATM accepts debit cards, has a touch sensitive screen which displays transaction options, a keypad to enter customer PIN, produces transaction receipts and it also produces some sound when transaction is complete. Identify all the *input devices* and all the *output devices* on this ATM.

[5 marks]

- b) What does the following computing abbreviations stand for:
 - i) CPU
 - ii) ALU
 - iii) USB
 - iv) ROM
 - v) RAM

[5 x 1 mark]

Question 4

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 5

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 CC is used for and why. **[2 marks]**
- c) State what program you use to access your emails. **[2 marks]**
- d) Describe how you create, attach files to and send a professional business email using the program you stated in the previous answer. For the purposes of your answer, assume that the email program is already loaded and you have logged on to your account. **[5 marks]**
- e) Describe the checks that you should make before sending a business email message to avoid common mistakes. **[2 marks]**
- f) Forward is a very useful email command. Give an example of when this command can be used in a business environment. **[2 marks]**

- g) Outline the steps required to send an email message to multiple recipients so that the recipients are not able to see to which other email addresses the message was sent. **[5 marks]**

Question 6

- a) What is a computer virus? **[3 marks]**
- b) List any FIVE symptoms and signs that a computer could have been infected by a virus. **[5 marks]**
- c) Discuss any FOUR ways of safeguarding networked computers against viruses **[12 marks]**

SECTION B

Answer **ONE** Question Only

Question 7

Anna Croft runs a small business making clothes. To keep track of the costs and income for her business, Anna uses a software package as shown below:

	A	B	C	D	E	F
1	MONTHLY COSTS					
2		Materials	Wages	Rent	Tax	Total
3	JAN	£826.50	£1,245.00	£ 700.00	£ 426.00	£3,198
4	FEB	£745.80	£1,245.00	£700.00	£401.00	£3,092
5	MAR	£908.50	£1,245.00	£700.00	£452.00	£3,306
6	Quarterly t	£2,480.80	£3,735.00	£2,100.00	£1,279.00	£9,595

- a) What kind of software package is this? **[2 marks]**
- b) How many columns does this worksheet have? **[2 marks]**
- c) Write a formula that displays materials which cost less than \$800 **[4 marks]**
- d) Each month Anna types in the costs of the various items. She does not need to type in the total costs. Explain why she does not need to type in the total costs.

[2 marks]

- e) "Quarterly totals" was originally typed in cell A6. What can be done to the cell so that the full cell contents are displayed? **[2 marks]**
- f) The amount in column F shows the total in pounds only. What can be done to display the amount in pounds and pence, so that F3 will show £3197.50? **[2 marks]**
- g) Anna is worried that the information in the spreadsheet could be lost. Identify three precautions that she should take against data loss. **[6 marks]**
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Question 8

The banking industry in Zimbabwe has benefited immensely from computers and information technology. Briefly discuss the various applications of computer technology to Zimbabwe's banking industry. **[20 marks]**

End

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e) "Quarterly totals" was originally typed in cell A6. What can be done to the cell so that the full cell contents are displayed? **[2 marks]**

f) The amount in column F shows the total in pounds only. What can be done to display the amount in pounds and pence, so that F3 will show £3197.50?

[2 marks]

g) Anna is worried that the information in the spreadsheet could be lost. Identify three precautions that she should take against data loss.

[6 marks]

Question 8

The banking industry in Zimbabwe has benefited immensely from computers and information technology. Briefly discuss the various applications of computer technology to Zimbabwe's banking industry. **[20 marks]**

End