ASSOCIATION OF ACCOUNTING TECHNICIANS OF SRI LANKA

TALENT (SKILLS) CAPSTONE - JANUARY 2020

(SS2) INFORMATION TECHNOLOGY SKILLS

- **Instructions to candidates** (Please Read Carefully)**:**

    (1) ***Time allowed:*** *Reading   -   15 minutes*

                          Writing   -   03 hours

    (2) ***Structure of Question Paper and the Marks Allocation:***

Section	Requirement	Marks
A	All questions are compulsory.	40
B	Only four out of six should be answered.	60
Total Marks		**100**

    (3) ***Answers*** *should be in the* ***medium*** *applied for, in the* ***booklets*** *provided.*

SECTION A

Objective Test Questions (OTQs)

Twenty (20) compulsory questions

(Total 40 marks)

Question 01

Select the most correct answer for question No. ***1.1*** *to* ***1.10.*** *Write the number of the selected answer in your answer booklet with the number assigned to the question.*

1.1 When creating a field for storing Vehicle Numbers in Sri Lanka, which one of the following Data types available in MS Access is most suitable?

(1) Short Text.   (2) Long Text.   (3) Integer.   (4) AutoNumber.

1.2 Which one of the following file formats is usually associated with documents in edited Microsoft Word?

(1) PPT.   (2) JPEG.   (3) DOCX.   (4) PDF.

1.3 Which one of the following category of application software is usually associated with File Extension CSV?

(1) Word Processor.   (2) Database Management System.

(3) Presentation Manager.   (4) Spreadsheet Software.

1.4 The Keyboard Shortcuts used for Copying and Pasting text in Microsoft Excel are:

(1) CTRL + C, CTRL + V   (2) CTRL + X, CTRL + B

(3) CTRL + U, CTRL + A   (4) CTRL + O, CTRL + S

1.5 Office 365 can be considered as an example for which one of the following software?

(1) A software which works for 365 days once we pay.

(2) A software run on the cloud as a service.

(3) A software which can be used to work with up to 365 users in an office.

(4) A software which contains 365 different applications.

1.6 Which one of the following is **not** a software which can be used to send / receive email?

(1) Google Chrome   (2) Apple IOS

(3) Microsoft Edge   (4) Mozilla Thunderbird

1.7 Which one of the following is **not** an ERP solution used today?

(1) SAP HANA.   (2) Microsoft Dynamics 365.

(3) Sage 300.   (4) QuickBooks.

1.8 Which one of the following can be considered as an unethical use in an IT environment?

(1) Glancing and reading a friend's email when you go to his office to speak to him.

(2) Sending an email from your office email account during the weekend.

(3) Changing the password of your office email account.

(4) Erasing (wiping) your mobile phone data before re-selling to another person   .

1.9 Which of the following **cannot** be considered as an illegal use of an information system?

(1) Trying to access an email account of a friend without his permission.

(2) Sending customer email addresses to your friend who has an e-marketing company.

(3) Keeping copies of employee personal records of office friends in your personal computer at home.

(4) Logging on to your official email account from home.

1.10 Which one of the following is the most suitable password in terms of security?

(1) PASSWORD.   (2) Pa$$W2019rD.   (3) PaSSWorD.   (4) 2019Password.

*Select the suitable word from the words given within brackets to fill in the blanks in question No. **1.11** to **1.15**. Write the selected word in your answer booklet with the number assigned to the question:*

1.11   In Microsoft Access …………………….. *(SQL / HTML)* can be used to filter data.

1.12   In Microsoft Excel we can use a …………………….. *(Function / Formula)* to find out the maximum value in a group of cells of a spread sheet.

1.13   In Microsoft PowerPoint, changes to the whole slide set can be easily done by editing the …………………….. *(Slide Master / Slide Transition).*

1.14   To access the Internet, we require a device which supports the …………………….. *(TCP-IP / HTTP)* Protocol.

1.15   The mail merge feature in Microsoft Word allows the user to prepare …………………….. *(Envelopes / emails)* for a large group of individuals.

*State whether each of the following statements from question Nos. **1.16** to **1.20** is **True** or **False**. Write the selected answer (True / False) in your answer booklet with the number assigned to the question.*

1.16   An email address has only one "@" sign.

1.17   We can access the Facebook on a mobile device, using the Facebook app or the Browser app.

1.18   A PowerPoint Presentation (PPT/PPTX) file can be password protected.

1.19   The number of worksheets contained in an Excel Workbook can be increased or decreased, if required.

1.20   A Word document can contain a password to open as well as a different password to edit.

(02 marks each, Total 40 marks)

———————— *End of Section A* ————————

SECTION B

Answer any four (04) questions only.

(Total 60 marks)

Question 02

(a) **List** five(05) advantages of Database Management System. (05 marks)

(b) **Explain** the purpose served by the following elements of Microsoft Access:

    (i)   Tables.

    (ii)   Forms.

    (iii) Report.

    (iv) Queries.

    (v)   Macros. (02 marks each, 10 marks)

(Total 15 Marks)

Question 03

The following is an extract from students' information system, as stored on an excel datasheet. Use your knowledge in Microsoft Excel to answer the questions below:

	A	B	C	D	E	F	G	
1	Student Number	MS Word	MS Excel	MS Powerpoint	IT Theory	Average	Status (Pass / Fail)	
2	S0001	13	21	78	67			
3	S0002	14	44	48	44			
4	S0003	42	37	54	13			
5	S0004	73	46	45	45			
6	S0005	79	61	56	45			
7	S0006	63	37	38	13			
8	S0007	45	24	6	12			
9	S0008	24	5	55	100			
10								
11	Total No. of Students							
12								
13	No. of Students Passed							

(a) The user of this worksheet needs to highlight all student marks which are less than 40 (with a background fill color) **explain** how this task can be done. (03 marks)

(b) **Identify** a function suitable for cell F2 to calculate the average marks obtained by the corresponding student. You may assume that there are only four subjects as mentioned above to average. (03 marks)

(c) **Identify** a formula / function suitable for cell G2 to denote whether the corresponding student has passed or failed this course. You may assume that the course consists of only the above four subjects, and that to pass each student needs to pass all subjects scoring a minimum of 40 for each subject, as well as maintain an average mark of 50 or above for the course. (03 marks)

(d) **Identify** a formula / function suitable for cell C11 to find out how many students have followed the course. Assume that all student data are present in this worksheet. (03 marks)

(e) **Identify** a formula / function suitable for cell C13 to find out the total number of students who have passed the course. (03 marks)

(Total 15 marks)

Question 04

Assume that you are the sales manager of LankaLeaf Teas Ltd. Foreign Clients place orders for tea bags from your company. Generally the company policy is that if you get any email (to your email salesmgr@lankaleaf.com) related to orders, you have to copy your replies to the Accounts Branch (accounts@lankaleaf.com) and production manager (productionmgr@lankaleaf.com). In addition your replies have to be copied to the Managing Director (md@lankaleaf.com), but others should not see the managing director's email.

Consider the following email received by you:

From:	anne@euroexports.co.uk
To:	salesmgr@lankaleaf.com
CC:	john@euroexports.co.uk
Subject:	Order of Tea Bags
Message:	Dear Sales Manager, Lanka Leaf Teas.
	We are interested in ordering 10,000 units of BOP Ceylon Tea (450g each) packaged by your company. We require you to brand the tea carton using our Trademark. Can you send us the tea carton design for the 450g box in PDF to my colleague John, and copy to me? Once John has sent his comments to me and we will finalize the carton design. Then, I will send the confirmed design to you.
	We hope you can send us the proforma invoice.
	Thanking you,
	Yours Truly,
	Anne Hawthorne Manager Purchasing Euro Exports UK

Apply your knowledge of sending emails to send a reply to the above email. You should write suitable information for the items (a) to (i) identified below:
(State any assumptions that you make.)

From:	……………… (a) ………………	(02 marks)
To:	……………… (b) ………………	(02 marks)
CC:	……………… (c) ………………	(02 marks)
BCC:	……………… (d) ………………	(02 marks)
Subject:	……………… (e) ………………	(02 marks)
Message:	Dear ……………… (f) ……………… Thank you very much for your email. As informed by Anne, I'm attaching the package information in PDF. Yours Truly, ……………… (g) ………………	(01 mark) (01 mark)
Signature Text:	……………… (h) ………………	(01 mark)
Attachments:	……………… (i) ………………	(02marks)

(Total 15 marks)

Question 05

(a) Recently, there has been an increase over individuals complaining that their Facebook accounts have been illegally accessed / hacked.

List two(02) steps that can be taken to protect one's social media accounts from being accessed illegally. (03 marks)

(b) Information security is implemented to protect information systems from many threats. There are mainly 3 types of information security controls namely Physical, Technical and Administration.

Explain three(03) physical controls used to protect information system by an organization.
(06 marks)

(c) "If we access the Internet, our computers can be infected by unknown malware".

State whether you agree with this statement. Justify your answer. (03 marks)

(d) **Explain** what is meant by Annual Maintenance Contract (AMC). (03 marks)
(Total 15 marks)

Question 06

(a) **Explain** the tasks performed by following features in Microsoft Word:

    (i)   Print Preview.

    (ii)   Track Changes.

    (iii)   AutoText.

    (iv)   Restrict Editing.

    (v)   Navigation Pane.

    (vi)   Superscript.   (02 marks each, 12 marks)

(b) "The number of words and characters in a Microsoft Word document can be found easily".

    State whether you can agree with this statement. Justify your answer.   (03 marks)
                    (Total 15 marks)

Question 07

(a) **Explain** the tasks performed by following features in Microsoft PowerPoint:

    (i)   Slide Template.

    (ii)   Clipboard.

    (iii)   Slide Transitions.

    (iv)   Side Animations.

    (v)   Slide Size.

    (vi)   Slide Library.   (02 marks each, 12 marks)

(b) A Microsoft PowerPoint Presentation which you are preparing requires you to include some short notices in Sinhala and Tamil. But the computer you use has no Sinhala or Tamil fonts installed. Assuming you know both these languages and the computer you use has an Internet Connection.

    Explain how this task can be carried out.   (03 marks)
                    (Total 15 marks)

End of Section B