

1(a). The table contains operating system functions and a task that each function performs.

Complete the table by writing the two missing function names and a task performed by the two given functions.

Function	Task
	Moves data from secondary storage to RAM
Peripheral management	
	Allows the user to create, name and delete folders
User interface	

[4]

(b). Complete the description of utility system software using the words provided in the box. Not all words are used.

access	amount	apart	compression	consecutive
defragmentation	deleted	encryption	key	lock
quantity	separate	speed	understood	

..... software changes data using a ..... If the changed data is intercepted, it cannot be ..... This software does not stop the data from being intercepted.

..... software analyses the data on a disk to find files that have been split and stored in separate locations. The split files are moved to be ..... in storage and the free space is moved together. This does not provide more storage space on the disk, instead it makes the ..... of the data faster because the read head does not have to move as far to access the next part of the file.

[6]

2. The computer has an operating system and utility software.

State the need for utility software in a computer.

[1]

**3(a).** Eve's computer has system software including an Operating System and Utility Software.

Eve runs the defragmentation program on her computer.

Explain why Eve's computer is more efficient after the program has been run.

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[3]

**(b).** Tick (✓) **one** box in each row to identify which function of the Operating System deals with each action.

Action	Memory management	Peripheral management	File management	User management
Creating a new folder to store documents in				
Moving data from Virtual Memory to RAM				
Renaming a file				
Reading data from a scanner				
Changing the password required to log on to the computer				

[5]

**4(a).** A restaurant has a computer-based ordering system which is running slowly. A technician has said that the hard disc drive is fragmented. The technician has suggested using utility software to defragment the drive.

Explain how the restaurant's hard disc could have become fragmented.

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[4]

**(b).** Explain how defragmentation software could overcome the issue of the slow computer system.

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**[3]**

**END OF QUESTION PAPER**