1. Ali’s new computer uses a single-user, multi-tasking operating system.

**(a)** What is a **single-user** operating system?

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**(b)** What is a **multi-tasking** operating system?

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2. A shopkeeper needs software to manage the accounts of her shop. She decides to use off-the-shelf software instead of custom written software.

Describe **two** advantages to the shopkeeper of off-the-shelf software, compared to custom written software.

Advantage 1

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Advantage 2

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3. Describe the following types of common utility programs.

**(a)**Antivirus

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**(b)**Disk defragmenter

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4. John buys a new computer with an operating system and some utilities.

**(a)** State **two** functions of the operating system.

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2.......................................................................................................................................

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| --- | --- | --- |
| **Utility** | **Used for security** | **Used for disk organisation** |
| Antivirus |  |  |
| Defragmenter |  |  |
| File transfer |  |  |
| Firewall |  |  |

**(b)** The table below shows some of the utilities in John’s computer. Tick **one** box in each row to show whether the utility is used for security or disk organisation.

**[4]**

**(c)** Some of the software in John’s computer is open source. Describe what is meant by open source software.

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5. Ali wants to know which utility programs he will need to keep his computer secure and running smoothly.

Discuss the utility programs Ali will need, justifying why he needs them.

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