

GENERAL PURPOSE PACKAGES

TYPE OF QUESTIONS	TYPICAL ANSWER
	<ul style="list-style-type: none"> •
Give examples of how you can change (customise) the HCI. (Human Computer Interface)	<ul style="list-style-type: none"> • Change the display font, size, colour • Choosing a user dictionary • Changing the background • Changing from icons to a list of names
Why do we need backup copies of information?	Backups are done in case the original files are lost or destroyed – they are normally kept in a different location from the original
What is ASCII?	<p>American Standard Code for Information Interchange.</p> <p>This is a standard file format that allows data to be transferred easily between different packages.</p>
What is RTF?	This is Rich Text Format – it holds information about the text as well as all the styles, colours and fonts – can be used to transfer data between most WP packages without losing the format. This saves times as the user does not need to reformat the document.
What is a GUI?	A Graphical User Interface uses icons to represent things like files and the printer – makes it easier for beginners to use.
What are keyboard shortcuts?	When you use a combination of keys on the keyboard to perform a task rather than choosing from the menu – eg ctrl +S will save your document – this speeds up your work
What is an integrated package?	An integrated package combines 2 or more general purpose packages together eg WP, SS, DB all rolled into one package
Advantages of an Integrated Package	<ul style="list-style-type: none"> o The HCI is the same for each part – so if you know how to use one part it is much easier to use the other o Transferring of data between the packages is easy o Different types of documents can be open at the same time

Disadvantages of an Integrated package	<ul style="list-style-type: none"> o They are less powerful and have fewer features than separate packages o You may have a program that you would never use
Make sure you know the difference between on-line help and on-line tutorial – and do not under any circumstances mention the Internet or telephone when answering this type of question.	
On-line help Help which is available in the form of information screens which you can call up <u>while using the program</u> if you get stuck with something	On-line tutorial Teaches you how to use the package – a series of lessons for beginners – a step by step guide.
What is static/dynamic linkage?	<ul style="list-style-type: none"> o Dynamic linkage means that is the same data is used in different parts of the integrated package, and you change it in one part the change will be carried over into all the documents using that data o Static linkage means that data in each part of the package is separate, and changing it in one part will not affect any other files using that data.
What packages are used for what purpose.	<ul style="list-style-type: none"> o Word processing – used to input text o Spreadsheets - used to perform calculations o Database – used to store information o Graphics – used to create graphics
Some packages can perform more than one task	<ul style="list-style-type: none"> o Word processing – can use text, create graphics, create a database for mail merge o Spreadsheets – can be used for calculations and to create charts
Types of data	<ul style="list-style-type: none"> o Text o Number o Graphic o Audio o Video o Animation

Changes in job types and careers.	<ul style="list-style-type: none"> o Computers are used in almost all types of jobs and people are expected to know how to use them o People are expected to retrain o Word processors have reduced the need for many skilled typists as one word processor operator can do the job of 3 skilled typists
Effect on working conditions	<ul style="list-style-type: none"> o Office is less noisy – computers are quieter than typewriters o Standards of work can be higher as correction and amendment is easier o Some aspects of a secretary’s job have got worse because of computers – they used to have a lot of variety in it
Effects on health	<ul style="list-style-type: none"> o The glare from the computer can damage your eyesight o Radiation from the computer screen is also thought to be unhealthy
How to we protect the data on the computers?	<p>Use of security methods:</p> <ul style="list-style-type: none"> o User names and passwords o Encryption o Control entry to computer rooms
Right of access to personal data	You have a right to check that data held about you is accurate and to have it corrected if not
Exceptions to right of access to data	You may not see information about yourself if it is kept in order to: <ul style="list-style-type: none"> o Safeguard national security o Prevent and detect crime o Collect taxes
Data Protection Act	Allows you to check if any organisation keeps information about you on a computer and to see a copy of this personal data
Data subject	People about whom information is held are called data subjects
Data user	The person or organisation holding the data
Data Registrar	Organisation who hold data must register with the data registrar

Computer Misuse Act	This makes it a criminal offence to: <ul style="list-style-type: none"> o gain an unauthorised access to a computer system (known as hacking) o write and distribute viruses which can damage data on a computer
Copyright Design & Patents Act	Helps to protect copyright owners from having their work copied by others without payment. It is illegal to copy software with the author's permission.
What are initial costs?	The costs of buying and installing the computers.
What are running costs?	The day to day costs of electricity, ink, paper, software, maintenance
What are the advantages of using GPPs?	Increased productivity is possible because: <ul style="list-style-type: none"> o information can be processed more speedily and accurately o it is easy to make amendments o layout flexibility – easy to change the layout of a document to suit different needs <p>Availability of information is improved when it is stored in electronic form rather than stored in filing cabinets</p>