**Answers**

1. What is meant by system software?

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| * Interface between the hardware and applications
* Program that runs application programs and computer hardware
* Computer software that helps the computer to run.
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1. What is an operating system?

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| * Collection of software that tells the computer hardware what to do.
* Software that allows the computer to run applications.
* Software that controls the operations of a computer.
* System software that manages the computer.
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1. Operating systems are sometimes referred to as a platform. What is meant by a platform?

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| Environment where applications/programs/software can run. |

1. What is the purpose of the kernel in an operating system?

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| * Takes care of all the low-level hardware operations.
* Used to operate the hardware.
* Connects applications to the hardware.
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1. What is meant by a user interface?

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| * A computer design that allows the user to interact with the computer.
* Human-computer interaction.
* A visual for human to interact with the computer.
* Graphical or textual or auditory information that a program presents to the computer user.
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1. What is meant by a Graphic User Interface (GUI)?

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| * A user interface that uses graphics/images and words to represent the interaction between the end user and a computer.
* Icons to represent actions and resources.
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1. How is a Command Line Interface (CLI) used?

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| User provides a text input/command/string using the computer keyboard and the computer displays/prints/outputs text on the monitor. |

1. What is meant by a multitasking operating system?

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| * Many (multiple) tasks/instructions that can be executed on a single computer simultaneously.
* Operating system has several processes running at the same time.
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1. Windows is a commonly used operating system. What are **two** others?

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| * Unix
* Linux
* Mac OS
* iOS
* DOS
* Chrome
* Accept any handheld operating systems – Android, Windows Mobile OS, Palm OS, Symbian OS
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1. Describe what is meant by memory management.

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| Management/organisation of memory at the system level. Memory management is used to allocate free memory to programs that need it, and free up memory where it is not needed.Process of controlling the computer’s memory to optimise its system performance. |

1. Describe what is meant by peripheral management.

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| Allows a computer’s external devices to communicate with the computer system.Controls external devices by sending them commands |

1. What is the purpose of a device driver?

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| * Software that uses signals to control the computers’ devices.
* Software that takes care of the actions of the computers’ devices.
* A program that enables the computers’ devices to communicate with the computer.
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1. In a network what is meant by user management?

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| * The administrative feature of a computer system to control user access into a network.
* Authentication feature of a computer that allows an administrator to be added or amend user details on a network.
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1. What is meant by file management?

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| * A system that is used by the operating system to organise and keep track of files.
* A software that manages data files.
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1. What is meant when a message is described as encrypted?

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| When a scrambled message is sent from one computer to another computer and is only able to unscramble the message using of a key/secret code. |

1. What is the purpose of encryption software?

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| Software that encrypts (and decrypts) files on a hard disk/data packets over a network. |

1. Describe how an encrypted email message is sent and received.

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| The original message is scrambled….using a large digital number/key. The receiver will use the key to unscramble and then receive the original message. |

1. What is a disadvantage of always sending encrypted messages?

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| * Takes longer for messages to be sent/received since it needs to be scrambled and then unscrambled.
* A digital certificate is required as it contains part of the key/special code.
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1. What is the encryption method used by web browsers to encrypt details of purchases?

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| Secure Socket Layer/SSL. |

1. What is meant by defragmentation?

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| The process of physically organising the mass storage device into the smallest number of fragments. |

1. What is meant by data compression?

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| When a device uses fewer bits to transmit the same amount of data. |

1. Files and folders can be archived or copied to secure data from being list. This is known as a backup.
	1. What is meant by a full backup?

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| When data from all files and folders are backed up. |

* 1. What is meant by an incremental backup?

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| Stores the changes made since the last backup. |

* 1. What are **two** advantages for making an incremental backup instead of a full backup?

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| * Takes less time to backup.
* Takes up less memory.
* Allows for more frequent backups.
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