

Question

1) Identify and describe **two** examples of utility software. [4]

2) Naomi has discovered that her computer is running slowly. She has discovered that her hard disk is 80% fragmented.

a) Explain how the data has become fragmented. [2]

b) Explain why her computer is running slowly. [2]

c) Explain how this problem can be fixed. [2]

3) Naomi has sent her homework by email to her teacher. The file was 25MB in size. She received an email back which said:

I was unable to deliver your message to the following addresses:

pjl@ultimateschool.org

Reason: 552 5.3.4 Message size exceeds fixed maximum message size

a) Why did she receive this email. [1]

b) Explain what she could do to send the file by email successfully. [2]