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| 1a | 1 mark per bullet   * 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. |
| 1b | 1 mark per bullet   * 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. |
| 1c | * Unix * Linux * Mac OS * iOS * DOS * Chrome * Accept any handheld operating systems – Android, Windows Mobile OS, Palm OS, Symbian OS |
| 1d | |  |  |  | | --- | --- | --- | | 1. Memory Management |  | 1. Allows a computer’s external devices to communicate with the computer system | | 1. Peripheral Device Management |  | 1. The administrative feature of a computer system to control user access into a network | | 1. User Management |  | 1. Used to allocate free memory to programs that need it | | 1. File Management |  | 1. A system that is used by the operating system to organise and keep track of files. | |