Task A

1. Use the table below to identify software used in the workplace, their purpose and some advantages and disadvantages to using them. The first one has been done for you.

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| **Software** | **Purpose** | **Advantage(s)** | **Disadvantage(s)** |
| Word processing software | Used to manipulate a text document, such as a letter or a report. You enter text by typing, and the software provides tools for copying, deleting and various types of formatting. | * Easy to correct mistakes * You can save your work regularly. * A wide range of features available e.g. borders, text layout * Useful tools such as spell checker, grammar checker available to improve the quality of your work * Plenty of professional quality document templates available online * Can create a mail merged document by linked it to a database. | * You need to have access to a computer which has word processing software installed * It takes time to learn to use the application, * Sometimes pen and paper is faster. * People can become reliant on using the word processor and their handwriting skills can deteriorate. * People can become reliant on the spell checker and not proof read their work properly |
| Presentation software | A computer software package used to show information, normally in the form of a slide show. | * Intuitive and easy-to-use, students learn how to use it from an early age. * Wide range of background templates and customised layouts. * Can add multimedia assets such as video, animation, sound and images to the presentation. * Easy to output in different formats such as handouts or via projector/interactive whiteboard. * Suitable for showing to audience. (Show graphs and charts) * Create handouts of people while the presentation is taking place. * Allows you to maintain eye contact with the audience. | * Difficult for the audience to take notes. * Presentation can become overwhelmed with animations and transitions which could distract the audience from the key message. * Presenters often just read from the presentation which is boring for the audience. |
| Database management software | Used to store and manage data/databases, typically in a structured format. It allows users to create, edit and manage data fields and records in a tabular or organised form. | * Queries can be used to extract data from tables * Reports can be generated to present data to users * Relationships can be set up to avoid data duplication * Data can easily be added or amended without the need to redesign the database, queries or reports. | * Database systems are complex, difficult, and time-consuming to design * Damage to database affects virtually all applications programs * Extensive conversion costs in moving form a file-based system to a database system * Initial training required for all programmers and users |
| Spreadsheet software | Used to create budgets, produce graphs and charts, and for storing and sorting data. It can also be used to forecast future performance, calculate profit and loss. | * Complex calculations can be performed very quickly. * Formulas can automatically change values/do the calculations for you. * You can create graphs and charts to represent data in a more visual form. * If makes it easier to model forecasts and predictions by creating ‘what-if’ scenarios. | * Staff might need some training, especially when it comes to using formulas. * Some calculation errors might not be picked, especially if it’s a logic error. * It takes to enter data into each cell. |
| Inventory (stock control software) | Used by businesses of all sizes to manage their stock. Within a solution, you can view stock levels, items in, and despatched orders in one central system. | * Instant feedback on stock levels. * Easier to generate reports of sales and to help with forecasting. | * Will need training. * Some can be expensive. * Staff might forget to update incoming stocks. * Must account for breakages and perhaps theft to keep stock levels accurate. |

1. Personal computers are common in the workplace. Organisations will look to use computers to meet their needs based on its functionality, weight and cost.

Explain why each of these will impact a user in the workplace.

1. Desktop computer

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| * It needs input and output peripheral devices such as monitor, mouse and keyboard. * Will have hard disk drives and optical drives for storage. * Powerful processors. * Good connectivity (Wired connection most common with desktops) * Easy to upgrade and enhance by adding extra functions. * Not portable, it’s not easy to move around and therefore could suit organisations with an office-based environment. |

1. Laptop computer

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| * Battery powered or can use an electricity supply. * Monitor, pointing device and webcam built in. * Might include additional storage slots (e.g. SD card slots) * Bluetooth and Wi-Fi built in aswell as being able to connected via ethernet cable. * If using an ethernet cable, can only move the laptop to the length of the cable. If using a Wi-Fi, only has a certain distance in which they would get coverage. * Less easy to dismantle and upgrade. * Useful for organisations that require employees to move around to different rooms, attend meeting on and off-site. |

1. Netbook computer

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| * Very strong and robust. * More compact than laptop computers. * Built-in monitor and keyboard. * Boot up very quickly and can be used immediately. * Wi-Fi built in for internet connection. * No hard disk or optical drives, likely to use SSD. * Use of SSD means less likely to be damaged if dropped. * Designed for using the internet and ‘cloud’ computing and useful for employees who need to work remotely. |

1. Tablet device

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| * Very light and portable. * Battery powered. * Touch screen interface aswell other methods of interaction (e.g. voice, biometrics) * Virtual, on screen keyboard. * Bluetooth and Wi-Fi for wireless communication. * Cameras for still and moving images. * Designed for playing media, internet use and reading eBooks, but are now starting to be used in the workplace as the technology becomes more affordable. * Can download and run apps as on mobile phone. |

1. Identify a range of features of a personal computer that an organisation must consider before using them in the workplace.

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| * Processor speed – a quicker processor means a faster computer. * Sound/graphic card – allows you to see hear graphics/videos, music and games. * Wi-Fi – allows computers to become part of a wireless network. * Battery life – for portable devices a long battery life means less frequent charging. * Number of USB ports – many peripheral devices use a USB connection. * Storage capacity – a large storage capacity means you can store more files. * RAM – lots of RAM will let the computer support more applications. |