1. Karen wants to use handheld computers to take customers’ orders in her restaurant. She is thinking of using custom written, open source software.
   1. State what is meant by custom written software.
   2. State **two** reasons why Karen may decide to use custom written software.
   3. Discuss the implications of creating open source software for the restaurant. *The quality of written communication will be assessed in your answer to this question*.
2. One of the functions of an operating system is multi-tasking.
   1. Explain **one** reason why multi-tasking is needed in an operating system.
   2. State **two other** functions of an operating system.
3. A school uses a computer system to monitor the attendance, punctuality and homework of its pupils. The school has decided to use off-the-shelf software.
   1. State **two advantages** of off-the-shelf software.
   2. State **two disadvantages** of off-the-shelf software.
4. Describe the following types of common utility programs.
   1. Antivirus
   2. Disk defragmenter
5. An advertisement for a personal computer is shown below.  
     
   1. What is software?
   2. Give **one** example of software from the advertisement.
6. Ali’s new computer uses a single-user, multi-tasking operating system.
   1. What is a single-user operating system?
   2. What is a multi-tasking operating system?
   3. Ali wants to know which utility programs he will need to keep his computer secure and running smoothly. Discuss the utility programs Ali will need, justifying why he needs them. *The quality of written communication will be assessed in your answer to this question*.
7. A shopkeeper needs software to manage the accounts of her shop. She decides to use off-the-shelf software instead of custom written software. Describe **two** advantages to the shopkeeper of off-the-shelf software, compared to custom written software.