* 1. Software created especially for a user/the restaurant
	2. Appropriate software may not exist / Existing software may not do exactly what restaurant wants / Existing software may not be compatible with restaurant’s hardware / Existing software may contain additional features (more complex and expensive)
	3. A good discussion of open source software including reference to at least 2 of ethical, financial or quality implications, discussing both merits and limitations; There will be few if any errors in spelling, grammar and punctuation. Technical terms will be used appropriately and correctly.
	4. Allows more than one program to run (apparently) at the same time by sharing processor time / resources between the programs.
	5. Providing a user interface. Providing a platform for applications. Memory management. File/disk management. Peripheral management / providing a platform for hardware.
	6. Available now / the school will not have to wait. Recommendations available / can see it working in other schools. Tried and tested / less likely to contain bugs (given how critical the application is). Costs less than custom-written / as the school does not pay for the full cost of development. More (third party) support / documentation.
	7. May contain features which the school does not need. May not contain features which the school needs. May not be compatible with school’s hardware. May not be compatible with school’s processes. Developer not available to make adjustments necessary.
	8. Scans the computer periodically to check if any software has been installed which contains code that may harm the computer. Removes/quarantines these programs / notifies the user. Prevents these programs from being installed. Protects the computer by preventing important files (eg the boot sector or operating system) from being changed.
	9. Moves (parts of) files around so that all parts of a file are stored together (allowing files to be accessed more quickly). Free space is collected together (allowing large files to be saved easily).
	10. Programs that can be run on the computer.
	11. PS Anti-vius.
	12. Only one user can use the computer at any given time.
	13. The computer can appear to run several programs at the same time eg word processing while playing music by sharing processor time and resources.
	14. The candidate has identified utilities for both security and smooth running, with a full justification of why they are needed. Specialist terms are consistently used appropriately and correctly. The information will be presented in a structured format. The candidate can demonstrate the accurate use of spelling, punctuation and grammar.
	***Indicative content:***
	**Security:**

**Antivirus/Anti-spyware** – regularly checks computer for programs designed to harm the system / gather information and deletes / disables them – such software is easily acquired from the Internet and could result in significant damage / financial loss / identity theft etc… if not removed.

**Firewall** – controls access to the computer through the network to prevent hackers

Definitions need to be updated regularly– because new viruses and spyware programs are produced all the time.

Keep computer running smoothly:

**Disk maintenance**

**defragmenting** - reorganise files so that they are stored in blocks next to each other – because file access quicker and may free up space

**Disk cleanup** - search for and delete files which are no longer needed – because this frees up space which can be used for other programs

**System maintenance:
system cleanup** - search the computer for settings which are no longer needed – programs which are slowing down the computer – because this improves performance

**system update** - search on the Internet for updated versions of the software on the computer and downloading/installing the updates – because this ensures that the computer always has the latest version including any fixes for known problems / security issues.

1. Immediately available so the shopkeeper can start using it straightaway. Tried and tested and so less likely to have errors. No development costs as this has already been done by the developer. More support available – many other users who can provide help.