

டி.பொ.க. (உ.பெல) வினாக்கள் 2011
க.பொ.த.(உயர்தர)ப் பரீட்சை 2011

வினாக்கள்
பாடம்

} Information & Technology பாடம் இலக்கம் } 20

தமிழ் தேர்வு பரீட்சை - I பகுதி
புள்ளி வழங்கும் திட்டம் - பத்திரம் I

பகுதி எண்	பிழை	பகுதி எண்	பிழை	பகுதி எண்	பிழை	பகுதி எண்	பிழை	பகுதி எண்	பிழை
வினா இல	விடை	வினா இல	விடை	வினா இல	விடை	வினா இல	விடை	வினா இல	விடை
01	2	11	3	21	3, 4	31	4	41	1
02	4	12	5	22	1	32	3	42	4
03	4	13	4	23	3	33	5	43	4
04	4	14	5	24	3	34	4	44	2
05	3	15	5	25	4	35	4	45	2
06	2	16	1	26	3	36	2	46	3
07	4	17	3	27	3	37	1	47	4
08	4	18	3	28	5	38	2	48	2
09	2	19	3	29	5	39	2	49	5
10	5	20	3	30	4	40	3	50	4

Information and Communication Technology (Paper No 20)

Paper II – A

Marks Allocated 10 x 4 = 40

A -75, B – 65, C-55, S - 35

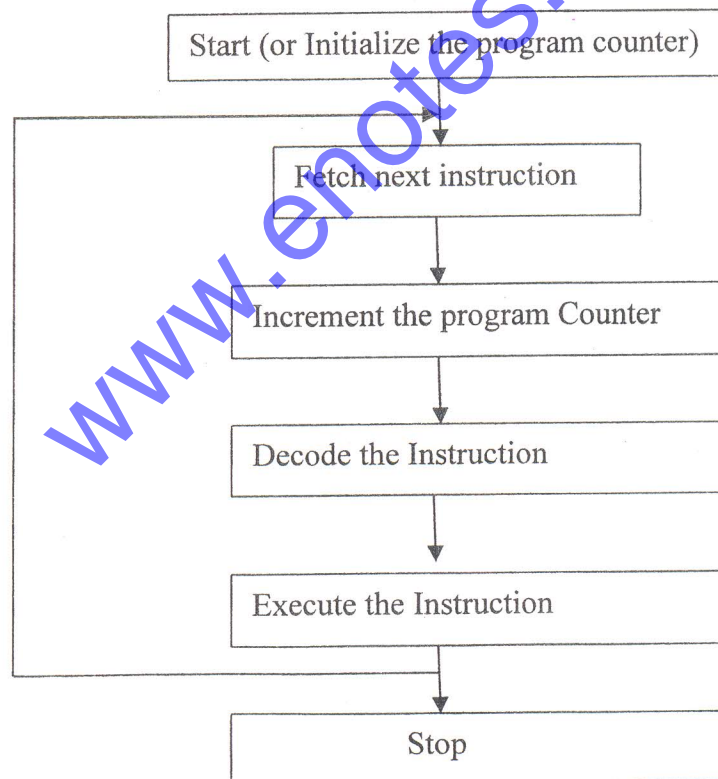
1.

- a) First Generation (1GL) : Electronic valves or Vacuum Tubes
Second Generation (2GL) : Transistors
Third Generation (3 GL) : Integrated circuits(ICs)
Fourth Generation (4 GL) : Large Scale Integration (LSI) ,Very large scale Integration (VLSI), Microprocessors

Total 4 Marks

- One marks for each correct answer

b)



Total 2 Marks

- Three states **fetch, decode, execute** items in correct order 2 Marks
- Any two items fetch, decode, execute in correct order 1 Mark

(with cycle)
without cycle - 1/2 mark
fetch, decode, execute without cycle 1 Mark

c)

c)

5 => 0000 0101

3 => 0000 0011

-3 => 1111 1100 + 0000 0001 => **1111 1101**

Total 2 Marks

- Correct representation of 5 1 Mark
- Correct representation of -3 in two's complement 1 Mark

0000 0101

1111 1101 +

1carry 0000 00 10

1 Mark

A carry out of the most significant bit is ignored in two's complement addition.

1 Mark

2)

a)

	FAT32	NTFS
Max file size	<u>limited</u> /unlimited	limited/ <u>unlimited</u>
Max file name length	<u>limited</u> /unlimited	limited/ <u>unlimited</u>
Security	yes/ <u>no</u>	<u>yes</u> /no
Support of Unicode.	yes/ <u>no</u>	<u>yes</u> /no

Total 3 Marks

- All 8 answers are correct – 3 Marks
- 4,5,6 or 7 correct answers – 2 Marks
- 1,2,or 3 – 1 Mark

b)

i) Total number of pages = $2^6 = 64$

Total 2 Marks

- $2^6 = 64$ 2 Mark
- 2^6 1 Mark

64 — 1 Mark

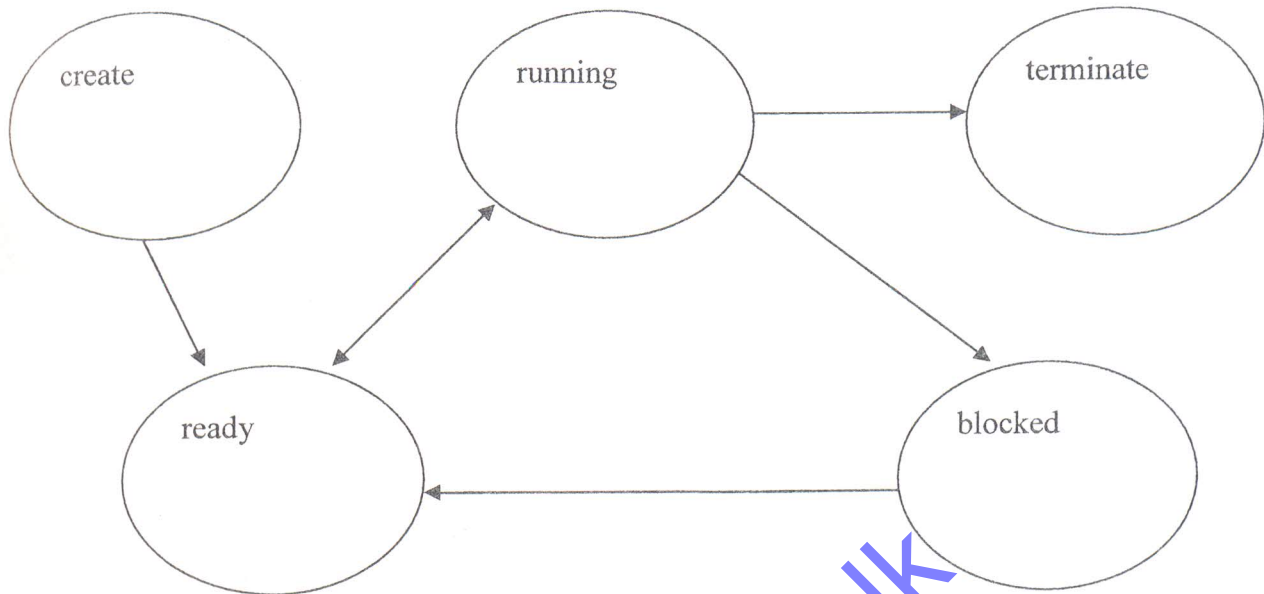
ii)

[010111 | 000000111100]
Page displacement

Total 1 Mark

- Both page and displacements are correct 1 Mark (No marks for partial answers)
- If at least page and displacement is identified 0.5 Marks

c)



Total 4 Marks

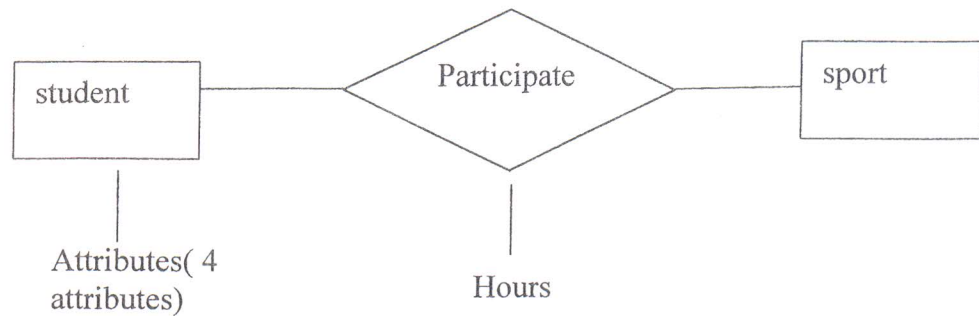
All 5 states with arrows in the correct directions— 4 Marks.

Create, Ready, Running, Terminate with arrows in the correct directions – 3 Marks.

All five states of the above 4 states (arrows in wrong direction or without arrows)— 2 Marks

Any two states – 1 Mark

3) a)



Total 2 Marks

- Complete diagram with attributes – 2 Marks
- Diagram without attributes – 1 Mark
- Two entities and one relationship (names may not be correct) – 1 Mark

b)

Relationship Cardinality
Participate Many-to-many

Reasons
One student can participate for more than one Sport.
More than one student for a sport.

Total 1 Mark

- All correct

c) False or not correct

1 Mark

True

0 Marks for the section, No marks for explanation

Reason :

No of hours is defined as an attribute on the participate relationship

1 Mark

d)

Two weaknesses

- 1) Data duplication or any statement implying this.
- 2) Attribute 'Hours' on the relationship 'Participate' is excluded in the table

Total 2 Marks

- 1 Mark for each

St Student table with the attributes Admission No, Name, Address, Class

Total 1 Mark

Sp Sport table with attribute – Sport Code, Sport Name

Total 1 Mark

Pa Participate relationship with attributes Admission No, Sport Code, No of Hours

Total 1 Mark

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4)

a)

Linux – System Software

Word Processor – Application Software

Web Browser – Application Software

Total 2 Marks

- All three correct – 2 marks
- Any two correct – 1 Marks

b)

Magnetic – Hard disk, Diskette, Tape Drive (Any one)

Optical – CD, DVD, VCD , Blue Ray Disk

Solid State – Flash Drive, Memory cards

Total 3 Marks

- All six correct – 3 marks
- All 3 types without any examples – 2 Marks
- Any four or five correct – 2 Marks
- Any one, two or three correct - 1 Mark

Only Examples without media will not be given any marks

c)

Data Element

Validation Check

Employee Number

Presence in Employee Master Table

Hours worked

Range check

Department code

Presence in Department Master

Week number

Range check

Total 3 Marks

- All 4 correct – 3 marks
- Two or three – 2 Marks
- One correct - 1 Mark

d)

Video Conferencing : This is the process by which **two or more individuals**, located in **different places** carry out a **discussion(communication)** through network by transmitting audio and video. ~~data~~

1 - Mark

Copyright : The right of the author to copy, print and market his/her material.

1 - Mark

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Information and Communication Technology (Paper No 20)

Paper II – B

Marks Allocated 15 x 4 = 60

A -75, B – 65, C-55, S – 35

a) Three components

- ALU
- CU
- Registers

[0.5 Marks * 3 = 1.5 Marks]

ALU

- Performs mathematical calculations.
- Perform comparisons of data.

CU

- Performs all the functions of a computer system.
- Decodes instructions in the memory.
- Sends signals to the relevant components.

Registers

- Temporarily store data and instructions until they are sent to the ALU.
- Stores processed data (results) until sends to the main memory (storage device)

[For any answer from each category 0.5 Marks * 3 = 1.5 Marks]

b) Storage compaction is needed to bring **all used storage to one end of the storage** in order to **claim unused/usable storage space** for **efficient use**.

[0.5 Marks * 4 = 2 Marks]

c) File size = 10,400 bits = 1,300 bytes

Size of a cluster = 512 bytes.

Therefore number of clusters needed for the file = 3

[1 Mark]

Total size of 3 clusters = 512×3 Bytes = 1,536 bytes

Wastage of space = $1,536 - 1,300 = 236$ Bytes

[0.5 marks x 2 = 1 Mark]

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1. (d).

(i).

Solution 1

A	B	C	D	F(A,B,C,D)
0	0	0	0	0
0	0	0	1	0
0	0	1	0	1
0	0	1	1	1
0	1	0	0	0
0	1	0	1	1
0	1	1	0	0
0	1	1	1	1
1	0	0	0	0
1	0	0	1	0
1	0	1	0	0
1	0	1	1	1
1	1	0	0	0
1	1	0	1	1
1	1	1	0	0
1	1	1	1	0

OR

Solution 2

A	B	C	D	F(A,B,C,D)
0	0	0	0	0
0	0	0	1	1
0	0	1	0	1
0	0	1	1	1
0	1	0	0	0
0	1	0	1	1
0	1	1	0	0
0	1	1	1	1
1	0	0	0	0
1	0	0	1	0
1	0	1	0	0
1	0	1	1	1
1	1	0	0	0
1	1	0	1	1
1	1	1	0	0
1	1	1	1	0

Solution 1

[0.25 x 16 = 4 Marks]

(ii)

$$F(A,B,C,D) = \bar{A}\bar{B}\bar{C}\bar{D} + \bar{A}\bar{B}\bar{C}D + \bar{A}\bar{B}C\bar{D} + \bar{A}\bar{B}CD + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}D + \bar{A}BC\bar{D} + \bar{A}BCD$$

$$F(A,B,C,D) = \bar{A}BCD + \bar{A}BC\bar{D} + \bar{A}B\bar{C}D + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}D + \bar{A}BC\bar{D} + \bar{A}BCD$$

OR

$$F(A,B,C,D) = \bar{A}BCD + \bar{A}BC\bar{D} + \bar{A}B\bar{C}D + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}D + \bar{A}BC\bar{D} + \bar{A}BCD$$

Solution 2

$$F(A,B,C,D) = \bar{A}\bar{B}\bar{C}\bar{D} +$$

[2 Marks]

(iii) Logic Circuit

$$\bullet F(A,B,C,D) = \bar{A}\bar{B}\bar{C}\bar{D} + \bar{A}\bar{B}\bar{C}D + \bar{A}\bar{B}C\bar{D} + \bar{A}\bar{B}CD + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}D + \bar{A}BC\bar{D} + \bar{A}BCD$$

OR

$$\bullet F(A,B,C,D) = \bar{A}\bar{B}\bar{C}\bar{D} + \bar{A}\bar{B}\bar{C}D + \bar{A}\bar{B}C\bar{D} + \bar{A}\bar{B}CD + \bar{A}B\bar{C}\bar{D} + \bar{A}B\bar{C}D + \bar{A}BC\bar{D} + \bar{A}BCD$$

OR

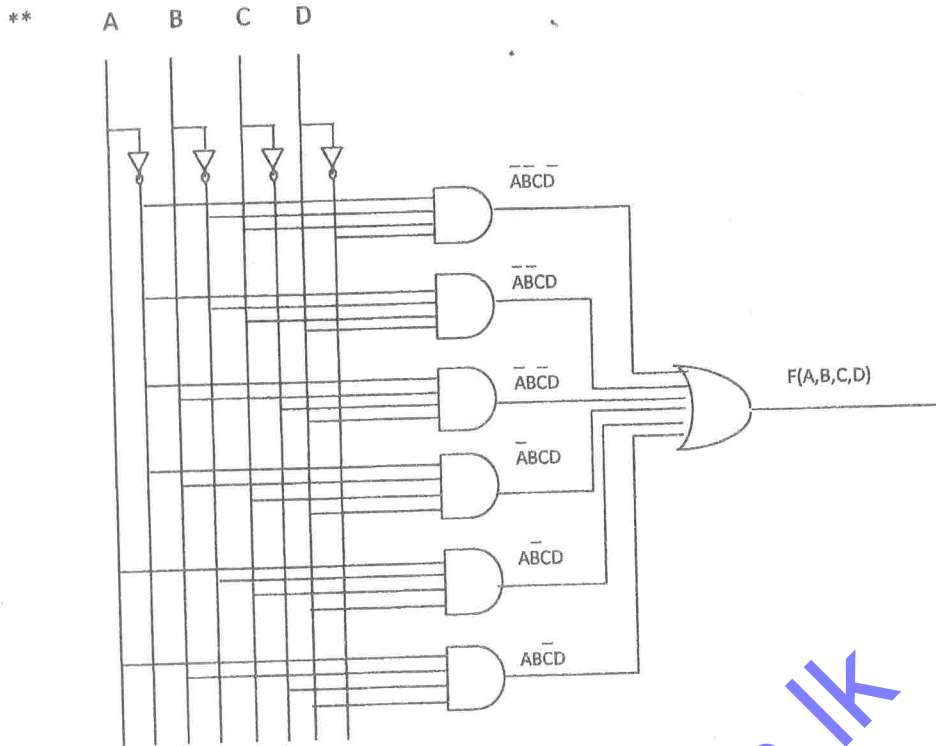
• Simplified Boolean Expression

[2 Marks]

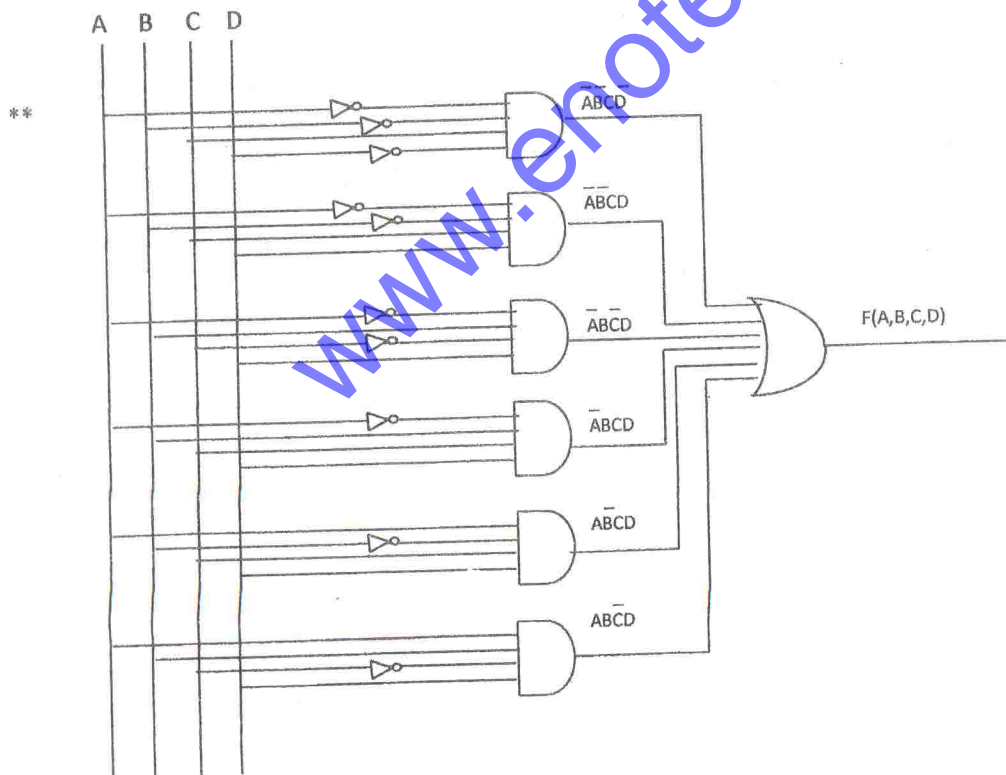
(As given below)

Logic circuit for

$$F(A,B,C,D) = \bar{A}\bar{B}CD + \bar{A}B\bar{C}D + \bar{A}BCD + A\bar{B}\bar{C}D + ABC\bar{D} + ABCD$$



OR



OR

1st solution

Simplified Boolean Expression using Boolean algebra or Karnaugh map

$$F(A,B,C,D) = \overline{A}\overline{B}\overline{C}\overline{D} + \overline{A}\overline{B}C\overline{D} + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D + \overline{A}B\overline{C}D + \overline{A}B\overline{C}D$$

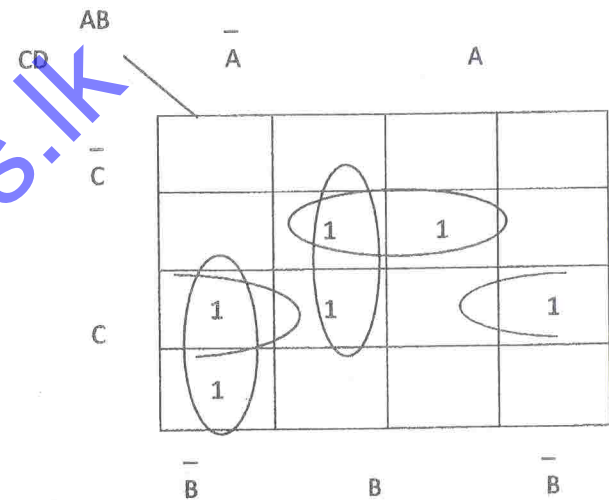
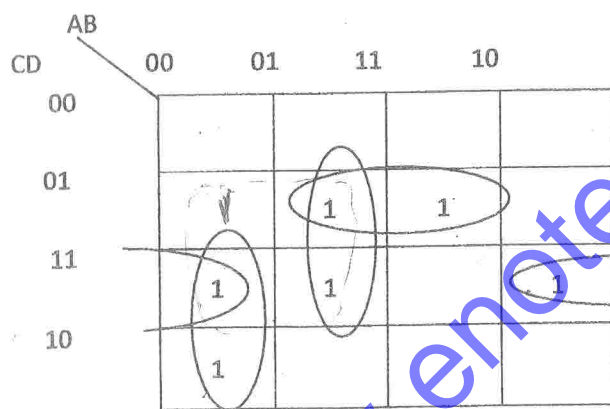
$$= \overline{A}\overline{B}(\overline{D}+D) + \overline{A}B\overline{C}(\overline{D}+D) + \overline{A}B\overline{C}D + \overline{A}B\overline{C}D$$

$$= \overline{A}\overline{B} + \overline{A}B\overline{C} + \overline{A}B\overline{C}D + \overline{A}B\overline{C}D$$

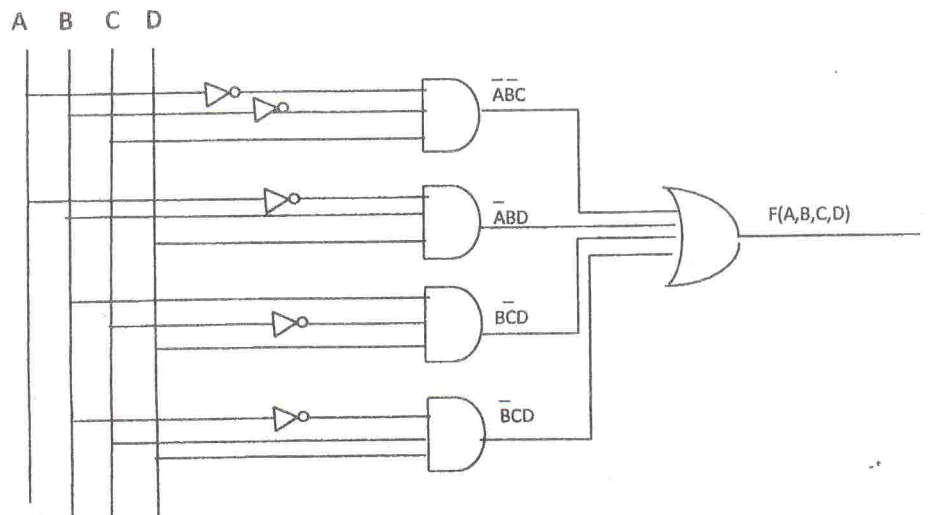
$$= \overline{B}C(\overline{A}+A) + BD(\overline{A}+A)$$

$$= \overline{B}C(\overline{A}+D) + BD(\overline{A}+C)$$

$$= \overline{A}\overline{B}C + \overline{A}BD + \overline{B}CD + \overline{B}CD \quad (\text{or any correct simplification})$$



$$F(A,B,C,D) = \overline{A}\overline{B}C + \overline{A}BD + \overline{B}CD + \overline{B}CD$$



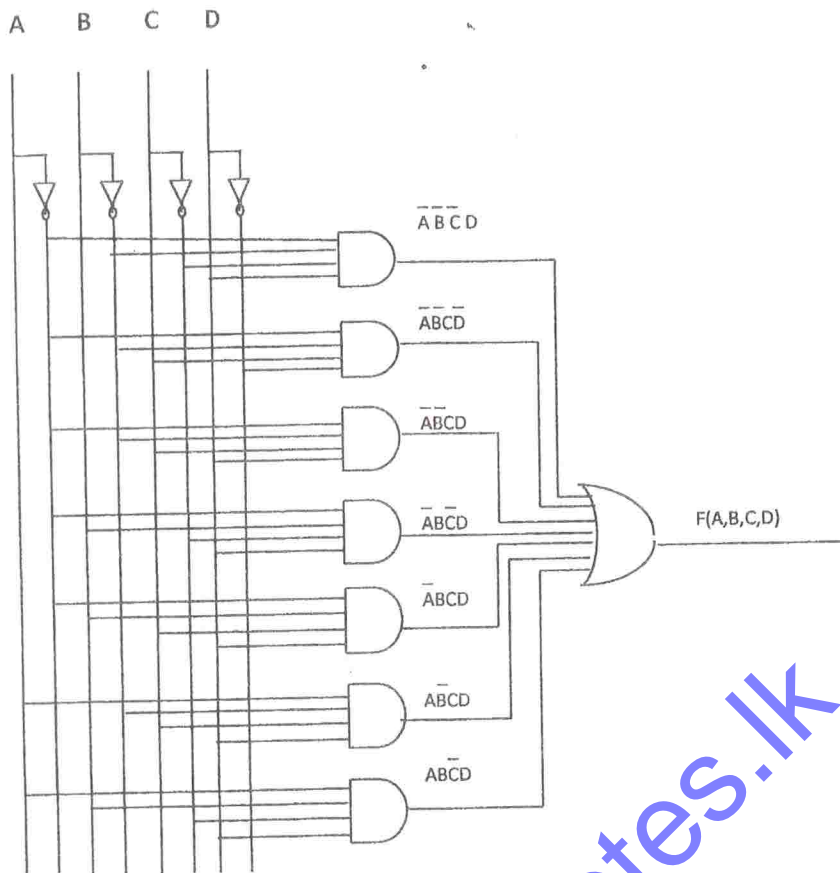
$$\overline{A}\overline{B}\overline{C}D + \overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}C\overline{D}$$

$$\overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}C\overline{D}$$

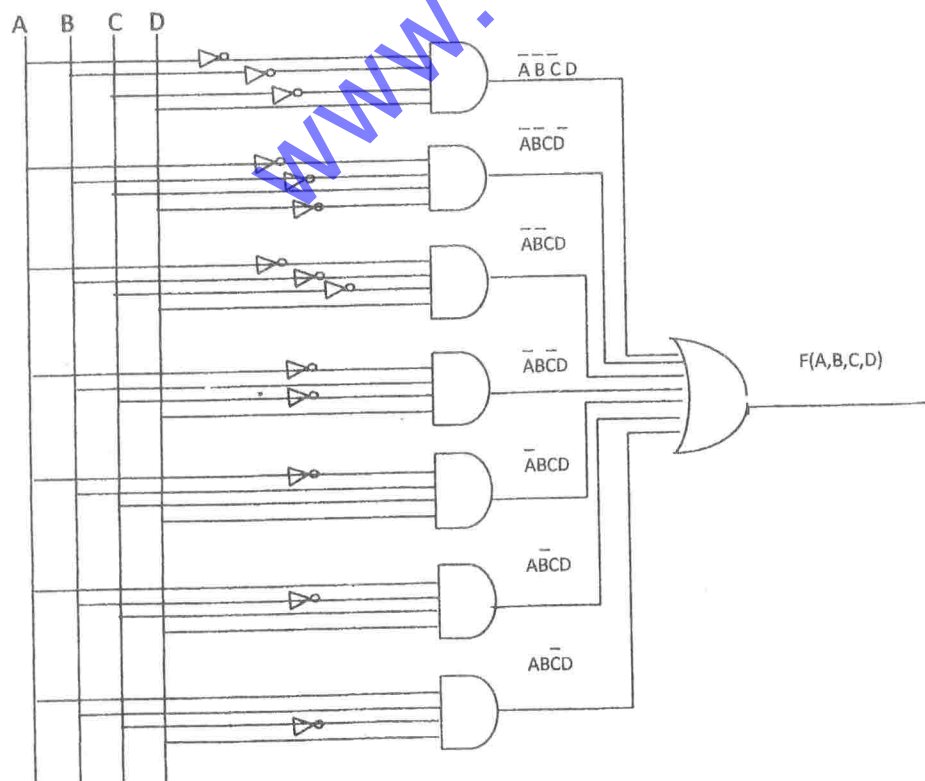
$$= \overline{A}\overline{B}C(\overline{D}+D) + \overline{A}\overline{B}C(\overline{D}+D)$$

Logic circuit for

$$F(A,B,C,D) = \overline{A}\overline{B}\overline{C}\overline{D} + \overline{A}\overline{B}\overline{C}D + \overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}CD + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D + \overline{A}BC\overline{D} + \overline{A}BCD$$



OR



Solution 2

OR

Simplified Boolean Expression using Boolean algebra or Karnaugh map

$$F(A,B,C,D) = \overline{A}\overline{B}\overline{C}\overline{D} + \overline{A}\overline{B}\overline{C}D + \overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}CD + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D + \overline{A}B\overline{D} + \overline{A}B\overline{C}D$$

$$= \overline{A}\overline{B}(\overline{C}\overline{D} + \overline{C}D + C\overline{D} + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$

$$= \overline{A}\overline{B}(\overline{C}\overline{D} + C\overline{D} + \overline{C}D + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$

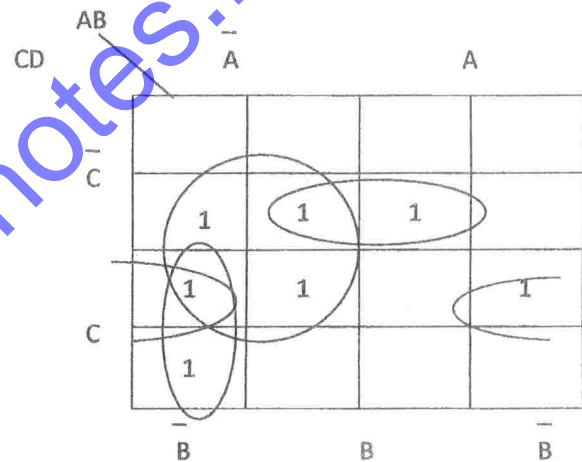
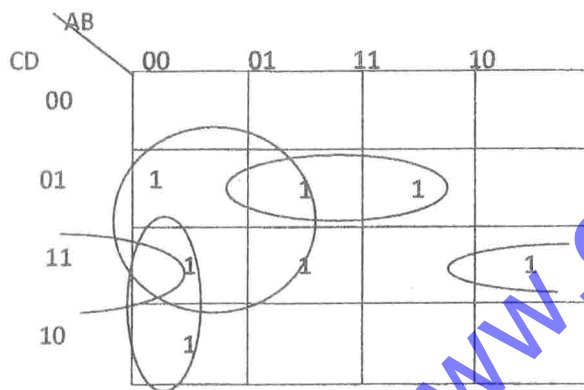
$$= \overline{A}\overline{B}(\overline{C}\overline{D} + C\overline{D} + \overline{C}D + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$

$$= \overline{A}\overline{B}(\overline{C}\overline{D} + C\overline{D} + \overline{C}D + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$

$$= \overline{A}\overline{B}(\overline{C}\overline{D} + C\overline{D} + \overline{C}D + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$

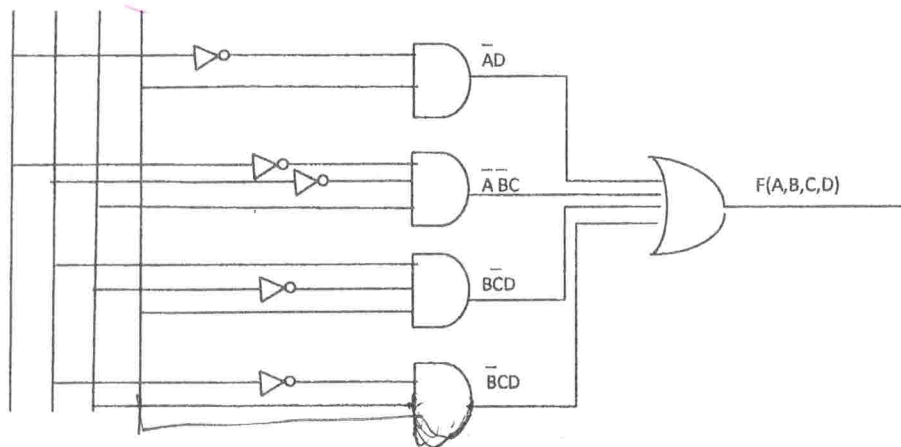
$$= \overline{A}\overline{B}(\overline{C}\overline{D} + C\overline{D} + \overline{C}D + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$

$$= \overline{A}\overline{B}(\overline{C}\overline{D} + C\overline{D} + \overline{C}D + CD) + \overline{A}B\overline{D}(C + \overline{C}) + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D$$



**

A B C D



$$F(A,B,C,D) = \overline{A}\overline{B}\overline{C}\overline{D} + \overline{A}\overline{B}\overline{C}D + \overline{A}\overline{B}C\overline{D} + \overline{A}\overline{B}CD + \overline{A}B\overline{C}\overline{D} + \overline{A}B\overline{C}D + \overline{A}B\overline{D} + \overline{A}B\overline{C}D$$

2. (a)

Elements :

- HTML documents are defined by HTML elements.
- Content starts with a valid tag and terminated with a valid corresponding tag.

[Any answer - 1 mark]

Attributes :

- Attributes provide additional information about elements.

[1 marks]

(b)

- (i) br: element - forces a line break wherever you place it.
- (ii) href: Attribute defines the link "address".
- (iii) src: attribute specifies the location of the image file
- iv) html: element defines the whole HTML document

[0.25 Mark for each element and functionality x 8 = 2 Marks] ~~[0.5 mark for each = 2 Marks]~~

- (c) (i) p{ color:blue; font-family:arial; font-size: 14pt}

[2 marks]

If the complete answer is not given sub-sections of the written answer can be given marks as below.

- p{ color:blue; font-family:arial; font-size: 14pt}
[If both underlined component are given - .5 mark]
- p{ color:blue; font-family:arial; font-size: 14pt }
[For each underline component - .5 mark for each]

(ii) Creates

- an anchor link
- when the user clicks on the image icon, "elephants_tnl.jpg", an image named "elephants.jpg" is loaded in a different web page.
- If the browser can't load the image "elephants_tnl.jpg" it displays the alternate text "Tour to Yala".
- The width and height of the image "elephants_tnl.jpg" are 288cm and 156 cm respectively.
- Turns off the border.

[0.5 marks for each = 3 Marks]

Note: The 2nd bullet contains two correct segments.

(iii) <input type = "radio" name = "visit" value = "Whale" >Blue Whale

 [Each underlined component 0.5 marks * 4 = 2 marks]

<input type = "radio" name = "visit" value = "Leopard" >Leopard

 <input type = "radio" name = "visit" value = "Elephant" >Elephant

 [0.5 mark for each = 1 marks]

(iv)

<table border = "1">	
<caption>Wild Sri Lanka</caption>	
<tr>	<th>Days</th>
<tr>	<th>Price</th>
<tr>	<td>7</td>
<tr>	<td>US\$910</td>
<tr>	<td>10</td>
<tr>	<td>US\$1220</td>
</table>	

Take as a single component

td or th

[0.5 marks for each component *6 = 3 Marks]

Question 3

1)

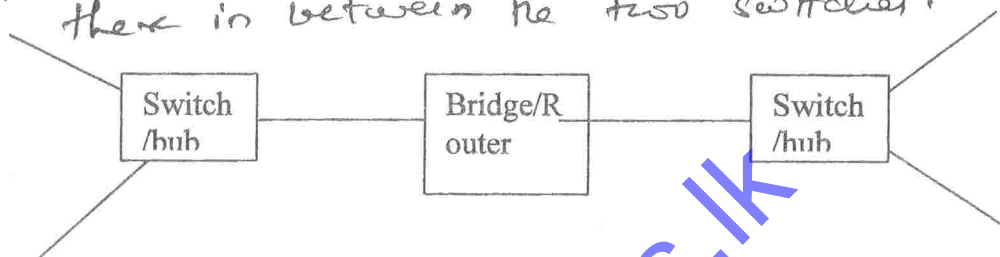
i) 255.255.255.240

[marks 2]

ii) Router or Bridge or L3 Switch (Layer 3 Switch)

[marks 1]

iii) At least one Bridge or Router should be there in between the two switches.



[Correct Answer Marks 2]

Partial Marks - Two segments drawn with with no link - 1 Mark]

Gateway address of network 1: 10.32.5.x where x = 1...14

Gateway address of network 2: 10.32.6.y where y = 1..14

[each correct answer 1 * 2 = marks 2]

IP addresses of computers network 1

10.32.5.n where n = 1..14 but not x

[marks 1]

IP addresses of computers network 2

10.32.6.m where m = 1..14 but not y

[marks 1]

[Do not give marks for duplicate ip numbers]

b).

- i. Compare TCP and UDP protocols in terms of reliability

TCP reliability high,
UDP is unreliable.

[2 Marks]

- ii. Peer-to-peer (P2P) and client-server models are distributed application architectures. Discuss the difference between them.

P2P partitions tasks or workloads between peers

[1 Mark]

In Client server, server takes the full load.

[1 Mark]

- iii. Distinguish between hubs and switches in a network.

Hub : When a packet arrives at one port, it is copied to all the other ports.

Switch : When a switch receives a packet, it sends the packet only to the particular destination port.

[1 for each x 2 = 2 Marks]

Question 4

a)

- Requirement (Elicitation and) Analysis.
- System Design.
- Implementation/Coding.
- Testing
- Maintenance.

[0.5 for each item identification x 5 = 2.5 Marks]

[0.5 for each item description x 5 = 2.5 Marks]

b) Functional requirements:

- Services expected by the user or
- Services provided by the system.

Non-Functional Requirements:

- System constraints/ limitations.

[1 for each x 2 = 2 Marks]

Mobile phone- functional:

- Make a call,
- receive a call,
- send an SMS,
- receive an SMS

[0.5 for any correct answers up to three x 3 = 1.5 Marks]

Mobile phone- non-functional:

- Size,
- price,
- battery life time,
- memory capacity,
- appearance

[0.5 for any correct answer up to two correct answers x 2 = 1 Marks]

- a) {
- Maintenance: Necessary modifications to meet the changing requirements.
 - Requirement Analysis: Identification of user requirements.
 - System Design: Development of a conceptual model to represent the actual system, which can be implemented
 - Implementation: convert the conceptual model to a collection of ~~computer~~ executable computer programs.
 - Testing: Identify the existence of errors and error
- 12

c) Unit testing:

- Purpose: To test the individual source programs for logical errors.
- People: Programmer/Software Engineer who developed the source code/program

5.

Integrated testing:

- Purpose: Unit tested source codes are combined as a group and test for (functionality, performance, and/or reliability) errors due to the integration.
- People: software engineers/programmers, senior SE/team lead/ project manager development people only)

Acceptance testing:

- Purpose: To test the requirements of a specifications or contract are met.
- People: people from software development team and clients/end users.

[0.5 for each purpose x 3 = 1.5 Marks]

[0.5 for each correct people involved x 3 = 1.5 Marks]

d)

Any explanation with the following key features is acceptable.

Decide the functionality

[0.5 Marks]

Decide the expected output

[0.5 Marks]

Conduct the test

[0.5 Marks]

Compare the actual behavior with the expected one.

[1 Mark]

5.

(a)

Computer (processor) cannot understand programs written in **any language other than machine code**. Therefore language translators are needed to translate such programs to **machine code** prior to their execution.

[2Marks]

(b)

First generation languages :

- 1) In Machine Code.
- 2) Execute very fast compared to other generation languages.
- 3) Tied up with the machine architecture.
- 4) Translators are not need to execute programs.

Second generation languages:

- 1) In assembly language
- 2) Mapping between assemble instructions and machine instruction is usually 1-1
- 3) Tied up with the machine architecture.
- 4) Assembler is needed to execute the program

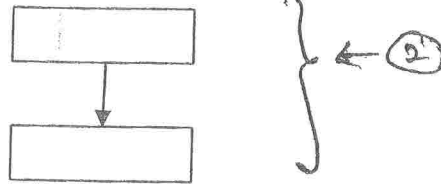
Two features from each generation 2 – Mark

- Each correct answer 0.5 subjected to maximum 1 for each generation.

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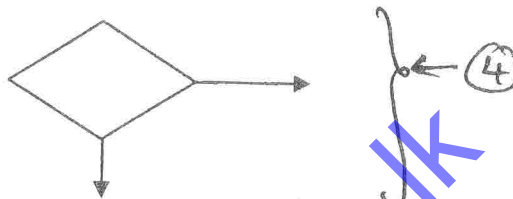
(c)

i. Sequence  ①

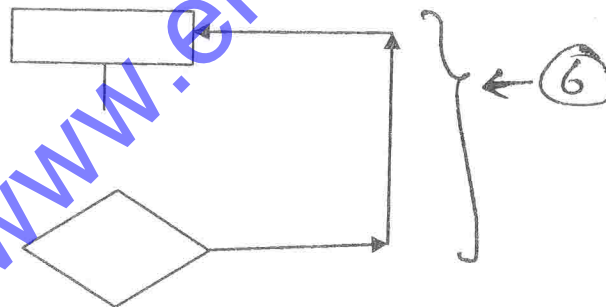


Element of the diagram can be any valid item. Only the sequence of one instruction followed by the other is important.

i. Branching (decision)  ③



ii. Iteration (repetition)  ⑤



All three control features are correct with the flow charts – 3 Marks

- Each correct answer = 0.5 marks (item or flow chart)

(d)

```
1  x = int(input("Enter an integer ->"))
2  while x != 0 :
3      bn = ""
4      while x > 1:
5          quotient = int(x / 2)
6          remainder = x % 2
7          bn = bn + str(remainder);
8          x = quotient
9          bn = str(x) + bn
10     print ("Binary Number -", bn)
11     x = int(input("Enter your number ->"))
```

Handwritten annotations: Circled numbers 1-8 with arrows pointing to specific lines or tokens. 1 points to line 1, 2 to line 2, 3 to line 3, 4 to line 4, 5 to line 5, 6 to line 6, 7 to line 7, 8 to line 8. Arrows also point from 1 and 2 to the first input line, and from 7 and 8 to the second input line.

Syntax errors

a) Line No 1

- String is not closed properly (“
- Need one more close bracket (“(“)

b) Line No 3

- bn variable should be right indented.

c) Line No 6

- Assignment operator should be = not ==

d) Line No 7

- No line terminator (“;”)

e) Line No 8

- Line should be indented with the previous line.

f) Line 11

- String is not closed properly (“
- Need one more close bracket (“(“)

All 8 correct with reasons – 4 Marks

- Each correct ^{line} error identification of an error 0.25 marks, error ^{identification} correction 0.25 mark

Logical errors

- a) Line 7 should be
`bn = str(remainder) + bn`

If the order on the right hand side reversed, The binary number would be in the reverse order.

- b) Line 9 should be aligned with line 4 to capture the last bit.

```
3  x = int(input("Enter an integer ->"))
4  while x != 0 :
3    bn = ""
4    while x > 1:
5        quotient = int(x / 2)
6        remainder = x % 2
7        bn = str(remainder) + bn
8        x = quotient
9    bn = str(x) + bn
10   print ("Binary Number-", bn)
11   x = int(input("Enter an integer ->"))
```

All 2 corrections – 4 Marks

- Each correction – 2 Marks

6. (a) For this question valid business entities are

- Manufacture
- Wholesaler
- Retailer
- Service Provider

(i) Business to Business – Describes **electronic commercial transaction between businesses.**

[Each bold point 0.5 Marks x 2 = 1]

In the example both parties should be business entities.

Example : Delivering motor vehicles by the manufacturer to the wholesale dealer through on-line transactions.

[Each valid business party 0.5 Marks x 2 = 1]

Business to Consumer – Describes **electronic commercial transaction between business to a Consumer.**

[Each bold point 0.5 Marks x 2 = 1]

Example - Processing an on-line order to purchase a Mobile Phone, Computer, Food (Home delivery of food),

[Each valid business party 0.5 Marks x 2 = 1]

Consumer to Consumer – Describes **electronic commercial transaction between consumers.**

[Each bold point 0.5 Marks x 2 = 1]

Note : Transactions are generally performed through a facilitator e.g. Amazon.com, Craigslist.com, eBay.com or through a collaborative facilitation among consumers. e.g. e-commerce web portal for university students.

Example – Processing an on-line transaction to purchase a text book by one consumer from another consumer. (The latter is also a member of the same community)

[Each valid business party 0.5 Marks x 2 = 1]

g. - B2C
C2C - B2B
B2B

(ii) B2E Most appropriate tool - email

[1 Mark]

Justification :

- Simple and easy to use,
- Easy to obtain.
- Easy to access from low-end electronic devices.
- Each individual can have his/her own email address,
- Delivery of messages guaranteed,
- Privacy/Security assured,
- Different email groups can be formed among the entire community to communicate at different levels,
- a tool like webmail can provide wider access facility,
- Each individual can communicate with his/her peer groups independently.

[1 Mark for each valid justification up to 2 = 2 Marks]

(b) (i) Agent - A software agent is a computer program which works autonomously towards goals in a dynamic environment on behalf of another entity over extended period of time,

[0.5 marks for each characteristic * 4 = 2 Marks]

(ii) Characteristics

- Autonomous
- Intelligent
- Performs in dynamic environments
- Able to interact with massively increasing information
- Self-governed. i.e. No direct supervision or control required,
- Flexible to a significant degree
- Interacts with other agents competitively or collaboratively
- Works over extended period of time
- Creative (to transform goals into active tasks)
- Community – predefined or open-ended

[1 mark for each correct answer up to 2 = 2 marks]

(iii) Examples

- Transportation: Agents can be a part of an user-friendly transportation system which perform intelligently by adjusting to the dynamic environment.
- Defense : In a battle field agents interact autonomously with the enemy by changing the strategies according to the tactics used by the enemy.
- Web Crawler : An Agent can be a server-based program that continuously or periodically scan the web or selected portions of the web looking for information of interest.
- Web Browser : An agent can provide the client side user interface for a sophisticated network application which may be an intelligent web browser
- Robot as an Agent : The agent in the robot interacts with the environment. Robot (agent) is capable of reacting to the changing environment.
- Agent interacting with a Robot : Agent in the environment can interact with the Robot which acts dynamically.
- User Interface : Agent acts as an interactive program that presents a very user-friendly interface to perform specific tasks as directed by the user.

[Any valid example 1 Marks + Correct explanation 1 Mark = 2 Marks]