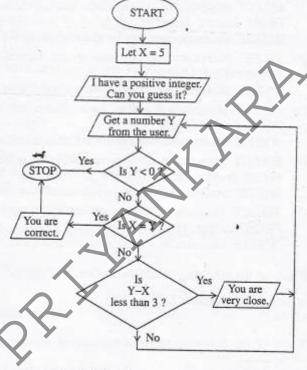
	து 9 மேயை ඇல்லே 7 முழுப் பதுப்புள்ளம்றன். மது 7 All Rights Reserved]
DE COMP	ලංකා විශාව අදහර්තඅවේදී ලංකා විශාව අදහර්තමේත ිලි ලංකා විභාග දෙදාර්තමේන්තුව ා විභාව අදහර්තමේන්තුව දී ලංකා විභාව අදහර්තමේන්තුව යෝකයට පුරු කළයි. නිසාහන්ගෙන් සිනුම්කයට නිහෝත්තේ වාර්ථාන්දී නිසාහන්ගෙන් වර් සිතුල් නිසාහන්ගෙන් සිතුල් සිතුල් සිතුල් epartment of Examinations, Sri Lanka Depart replacting http://examinations/shiptarka nt of Examinations, Sri Lanka Department
	අධායන පොදු සහතික පතු (උසස් පෙල) විභාගය, 2011 අගෝස්තු கல்விப் பொதுத் தராதரப் பத்திர(உயர் தர)ப் பர்ட்சை, 2011 ஓகஸ்ற் General Certificate of Education (Adv. Level) Examination, August 2011
1 4	තොරතුරු හා සත්තිවේදන තාක්ෂණය I தகவல், தொடர்பாடல் தொழினுட்பவியல் I information & Communication Technology I
In	astructions:
	* Answer all the questions. * Write your Index Number in the space provided in the answer sheet. * Use of calculators is not allowed. * Instructions are given on the back of the answer sheet. Follow these carefully. * In each of the questions 1 to 50, pick one of the alternatives from (1), (2), (3), (4), (5) which is correct or most appropriate and mark your response with a cross (x) in accordance
	with the instructions given on the back of the answer sheet.
1.	Who invented the Analytical Engine? (1) Blaise Pascal (2) Charles Babbage (3) John Von Neumann (4) John V. Atanasoff (5) John Presper Eckert
2.	Which of the following technologies is used in the Second Generation Computers? (1) Integrated Circuits (ICs) (2) Large Scale Integration (LSI) (3) Microprocessors (4) Transistors (5) Vaccum tubes
3.	Answer sheet of a multiple choice question paper can be read with (1) Digitizer. (2) Light pen. (3) MICR. (4) Scanner. (5) POS terminal.
4.	Computerized medical imaging systems which use echoes of transmitted pulses are called (1) CAT scans. (2) CT scans. (3) PETT scans. (4) Ultrasound scans. (5) X-ray images.
5.	The binary number equivalent to the 27 ₁₀ is (1) 000111 (2) 111000 (3) 011011 (4) 101011 (5) 111010
6.	The abbreviation GSM stands for (1) Global System for Mobile Access. (2) Global System for Mobile Phone. (3) Global System for Mobile Phone. (4) Global System for Mobile Transmission.
7.	Which of the following database types is widely used in computer applications? (1) Flat file (2) Hierarchical (3) Network (4) Relational (5) Object oriented
8.	The main role of a "router" in computer network is (1) to broadcast data packets to all hosts in the network. (2) to monitor the network for malicious activities. (3) to retransmit the received signal at a higher power. (4) to allow hosts in two networks to communicate. (5) to allow load balancing between multiple separate networks.
9.	A command that can be used to check network connectivity to a computer is (i) ipconfig (2) ping (3) traceroute (4) netstat (5) hostname
10.	Which of the following best describes the order of the testing conducted in the software development process (1) Acceptance testing, integrated testing, unit testing. (2) Integrated testing, acceptance testing, unit testing. (3) Integrated testing, unit testing, acceptance testing. (4) Unit testing, acceptance testing, integrated testing. (5) Unit testing, integrated testing, acceptance testing.

	Which of the following is a classification of systems? (1) Close and hybrid (2) Natural and structured (3) Open and close (4) Open and structured (5) Structured and hybrid	
12.	A banking system could be best considered as a/an (1) embedded system. (2) enterprise resource planning system. (3) expert system. (4) knowledge management system.	>:
13.	Which of the following best describes the home page of a website? (1) The index of the website (2) The welcome page (3) A description of the website (4) The first page of the website (5) A web page that presents short journal entries	
14.	A manager of an engineering manufacturing company is considering whether to recruit more people in the future. What is the most relevant information in this case he has to consider? (1) Personnel records of all the employees (2) Previous reports of all the recruited people (3) The attendance sheets of all the employees (4) Detailed reports of engineering specifications and manufacturing orders (5) Summary reports of present and projected personnel requirements	th
15.	$C1A_{16} + 4A2_{16} =$ (1) 523_{16} (2) FBC_{16} (3) FBB_{18} (4) OBC_{16} (5) $10BC_{16}$	
16.	What is the main function of a DHCP server? (1) Allocating IP addresses. (2) Resolving domain names from IP addresses. (3) Providing directory services to users. (4) Sharing an Internet connection among users. (5) Protecting a computer network from virus attacks.	
17.	Consider the IP address 192.248.87.3 and the subnet mask 255.255.255.224. How many hosts can be directed to this network?	ectly
	(1) 16 (2) 24 (3) 30 (4) 64 (5) 128	
18.	What is the most suitable media to transmit a high definition video over a distance of 5 km? (1) Radio waves (2) Twisted pair copper cables (3) Fibre optics cables (4) Coaxial cables (5) Open wire cables	
19.	The transport layer of the OSI reference model provides (1) error correction. (2) routing of data packets. (3) flow control. (4) process-to-process communication. (5) error detection.	
20.	Which of the following Python program segment is syntactically correct? (1) total = 0	
	(3) total = 0 (4) total = 0 for i in range (1, 12): for i in range (1, 12) total = total + i total = total + i	
	(5) total = 0 for i in range (1, 12): total = total + i	

21. Consider the given flow chart:

Which of the following statements about the algorithm represented by the flow chart is incorrect?

- It stops when the user enters the value -1.
- (2) It stops when the user enters the value 5.
- (3) It gives the message "You are very close." when the user enters the value 9.
- (4) It gives the message "You are very close." when the user enters the value 6.
- (5) If the value entered by the user is 8, it allows the user to enter another value.



- 22. Which of the following statements best describes the result of hard disk 'fragmentation'?
 - (1) Hard disk data access speed is reduced.
 - (3) Hard disk becomes totally inaccessible.
 - (5) Number of bad sectors get increased.
- (2) Network access speed becomes slow.
- (4) Some data will get erased from the hard disk.

23. Consider the following statements about computerized databases:

- A Need more human resources to manage the computerized database than a manual system.
- B Retrieval of data is efficient than a manual system.
- C No data duplications.
 D Need more space to store data than a manual system.

Which of the above statements are correct with respect to a properly designed database?

- (1) A and B only.
- (2) A and D only.
- (3) B and C only.

- (4) B and D only.
- (5) C and D only.
- Consider the following system description and the relations A, B, C and D given below to answer the questions 24, 25 and 26.

A principal of a National school wants to develop a database to maintain Admission Number, Student Name, Address, National Identity Card number (NIC) and the Date of Birth (DOB) of Advanced Level students. The principal also wants to know the marks obtained for each subject by the students. In addition to the above requirements, the principal needs to know the subjects assigned to the teachers.

Relations:

- A Student(admissionNo, studentName, address, DOB, NIC)
- B Subject(subjectCode, subjectName)
- C Mark(admissionNo, subjectCode, marksObtained)
- D Teacher(teacherNo, subjectCode, teacherName, subjectName, class)
- 24. Which of the above relations are in the third normal form?
 - (1) A and C only.
- (2) A and D only.
- (3) A, B and C only.

- (4) A, C and D only.
- (5) B, C and D only.
- 25. Which of the following combinations of attributes provides the minimal set of primary keys for the relations Student, Subject and Mark respectively?
 - (1) admissionNo and NIC, subjectCode, admissionNo.
 - (2) NIC, subjectCode, subjectCode.
 - (3) admissionNo, subjectCode, subjectCode.
 - (4) admissionNo, subjectCode, admissionNo and subjectCode.
 - admissionNo, subjectName, admissionNo and subjectCode.

//		-4-	AL/2011/20/E-I
26.		ch of the following SQL statements would produce an output with admission number, neet code and marks obtained?	ame of the student,
	(1)	SELECT studentName, subjectCode, marksObtained	
		FROM Student, Mark WHERE Student.admissionNo = Mark.admissionNo	
	(2)	SELECT Student.admissionNo, studentName, subjectCode, Student.marksObtained FROM Student, Mark WHERE Student.admissionNo = Mark.admissionNo	OF
	(3)	SELECT Student.admissionNo, studentName, subjectCode, marksObtained FROM Student, Mark WHERE Student.admissionNo = Mark.admissionNo	P
	(4)	SELECT Student.admissionNo, studentName, subjectCode, marksObtained	

(4) SELECT Student.admissionNo, studentName, subjectCode, marksObtained FROM Student, Mark WHERE Student.admissionNo = admissionNo

(5) SELECT Student.admissionNo, studentName, subjectCode, marksObtained FROM Student, Mark WHERE admissionNo = Mark.admissionNo

27. Which of the following would be the result if the Boolean expression $F(x,y) = (\overline{x+y})(\overline{x}+\overline{y})$ is simplified by using De Morgan's Law?

(1) x

(2) v

(3) 0

(4) 1

(5) x.y

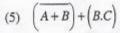
28. Which of the following Boolean expressions represents the given logic circuit?

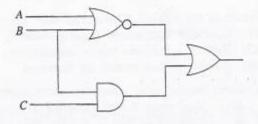
(1) (A+B)+(B+C)

(2) $(A \cdot B) + (B \cdot C)$

(3) $(\overline{A+B})+(\overline{B+C})$

 $(4) \left(\overline{A.R} \right) + \left(B.C \right)$





29. Consider the following properties:

A - Density

B - Capacity

C - Security

D - Cost

E - Access time

Which of the above are being used as the main properties to classify different types of memory?

(1) B and D only.

(2) A, B and C only.

(3) B, D and E only.

A, B, C and D only.

(5) A, B, D and E only.

30. Consider the following memory types:

A - Read Only Memory

B - Secondary storage

C - Cache memory

D - Flash memory

E - Random Access Memory

Which of the above can be considered as Volatile Memories?

(1) A and B only.

(2) A and C only.

(3) C and D only.

(4) C and E only.

(5) D and E only.

31. Consider the following statements:

- A Customer can obtain the services while he/she is at his/her home or office.
- B Payments can be made without using currency notes.
- C Customer is open to a large international service provider base.
- D Service provider is open to a larger international customer base.

E - Security of payments are always guaranteed.

Which of the above are advantages in e-commerce compared to traditional commerce?

(1) A, B and C only.

(2) A, B and D only.

(3) A, C and D only.

(4) A, B, C and D only.

(5) B, C, D and E only.

1	
32.	Consider the following statements with respect to on-line services: A - Customer should have access to on-line services. B - Customer should possess an electronic mechanism to make payments. C - At the time of placing the order for an item, the identify of the customer should be established D - Service provider should provide on-line services. E - Both the customer and the service provider should be in the same geographical region. Which of the above items are essential in on-line ordering?
	(1) A and B only. (2) A, B and C only. (3) A, B and D only. (4) A, C, D and E only. (5) B, D and E only.
33.	Consider the following statements: A - Reading time from memory (latency) was assumed to be negligible. B - Utilization of a hierarchical memory structure. C - Inability to foresee the limitation of the processor clock frequency. Which of the above prevented the technological advancement beyond the Von Neumann architecture? (1) A only. (2) B only. (3) C only. (4) A and B only. (5) A and C only.
34.	Consider the following computer applications: A - Guiding Tourists based on their current location. B - Customization of automobiles. C - Advertising via Internet. D - Customization of domestic environments. Which of the above applications are most favourably benefited from ubiquitous computing? (1) A and B only. (2) B and C only. (3) A, B and C only. (4) A, B and D only. (5) B, C and D only.
	Consider the following items: A - Object oriented B - Rapid Application Development C - Spiral D - Structured E - Waterfall "
36.	Consider the following statements about the Internet: A - The Internet is a global network of networks. B - People and organizations who are connected to the Internet can access its massive store of shared information. C - W3C is in charge of the Internet. D - Data can be downloaded only with File Transfer Protocol (FTP). E - Anybody can publish information or create new services on the Internet. Which of the above statements are correct? (1) A, B and D only. (2) A, B and E only. (3) A, D and E only. (4) B, C and D only. (5) B, C and E only.
37.	(4) B, C and D only. (5) B, C and E only. Consider the following Python data items: A - 15.2 B - [12, 'abc', 5.2] C - {'name': 'Nimal', 'age': 18} Python data types of the above data items A, B, C are respectively (1) float, list, dictionary. (2) integer, tuple, dictionary. (3) float, list, tuple. (4) integer, tuple, list. (5) float, tuple, dictionary.

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42.	Consider the following statements about operating systems:
	A - Ubuntu is an open source operating system.
	B - Windows XP is a proprietary operating system.
	C - Linux is a proprietary operating system.
	Which of the above statements is/are correct?
thygan-	(1) A Only. (2) B Only. (3) C Only.
	(4) A and B Only. (5) A and C Only.
43	Consider the following statements with respect to ER diagrams:
	A - An ER diagram has entities and relationships.
	B - Cardinality of all relationships should always be one-to-one.
	C - Entities may have attributes.
	D - There could be binary and tertiary relationships.
	Which of the above statements are correct?
	(1) A and D only. (2) B and C only. (3) B and D only.
	(4) A, C and D only. (5) B, C and D only.
44.	Consider the following statements about language translators:
	A - Interpreters convert the entire source program into object program at once.
	B - Compilers convert the entire source program into object program at once.
	C - Programs written in high level languages do not need language translators to execute on a typical
	computer.
	Which of the above statements is/are correct?
	(1) A only. (2) B only. (3) C only.
	(4) A and B only. (5) B and C only.
45.	Consider the following statements about programming languages:
	A - C programming language is a first-generation language (1GL).
	B - Assembly language is a second-generation language (2GL).
	C - Python is a second-generation language (2GL).
	Which of the above statements is/are correct?
	(1) A only. (2) B only. (3) C only.
	(4) A and B only. (5) B and C only.
46.	Consider the following statements in a program:
	A - # This is a comment.
	B - // This is a comment.
	C - In This is a comment. */ a=1 # This is a comment.
	B - # Initial value of a=1
	Which of the above are syntactically correct Python statements?
	(1) A and D only. (2) C and E only. (3) A, D and E only.
	(4) B, C and D only. (5) C, D and E only.
17	
+/.	Consider the following assignment statements: A - a = 'Nimal's address'
	B - a = "Nimal's address"
	C - a, b, c = 1
	D - a, b, c = 1, 2, 'string'
	E - a = b = 1
in i	Which of the above are syntactically correct Python statements?
	(1) A and C only. (2) B and D only. (3) A, C and E only.
	(4) B, D and E only. (5) C, D and E only.

```
48. Consider the following incomplete Python program:
   data = [5, 1, 23, 10]
   datacount = len(data)
   for i in range(datacount - 1):
     for k in range (i, datacount):
    temp = data[i]
         data[i], data[k] = data[k], temp
    for i in range (datacount):
           print (data[i])
   Which of the following Python statements should be included at the blank line to print the data items in the
   data structure named 'data' in the ascending order.
    (1) if data[i] < data[k]:
                                                                  (3) if data[i] = data[k]:
                                 (2) if data[i] > data[k]:
    (4) if data[i] < data[k]
                                 (5) if data[i] > data[k]
49. Consider the following Python program:
   data = [5, 1, 23, 10, -3]
   def fun(a):
         i, c = 1, a[0]
         while i < len(a):
             if(a[i] > c):
                         c = a[i]
             i = i + 1
         return c
   print (fun(data))
   Which of the following is the output of this program?
                                        (3) 5
                      (2) 1
                                                          (4) 10
                                                                           (5) 23
50. Consider the following Python program:
 f1 = open('input.txt', 'r')
   f2 = open('output.txt', 'w')
   line = f1.readline()
   while (line) :
           data = (line.strip()).split(",")
            total = float(data[1]) + float(data[2])
           f2.write('{},{},{},\n'.format(data[0],data[1],data[2],total))
           line = f1.readline()
   f1.close()
   The content of the file "input.txt" is given below.
   Nimal, 30, 60
   Saman, 80, 45
   Upali, 100, 80
   After executing the program what would be the content of the file "output.txt"?
    (1) Nimal
                                 (2) Nimal, 30, 60
                                                              (3) Nimal, 30, 60, 90
        Saman
                                     Saman, 80, 45
                                                                  Saman, 80, 45, 125
        Upali
                                    Upali, 100, 80
                                                                  Upali, 100, 80, 180
   (4) Nimal, 30, 60, 90.0
                                (5) Nimal, 30, 60, 90.0 Saman, 80, 45, 125.0 Upali, 100, 80, 180.0
        Saman, 80, 45, 125.0
        Upali, 100, 80, 180.0
```

Part A - Structured Essay

Answer all the four questions on this paper itself.

Do not write in this column

1. (a) State the main technologies used in the first four generations of computers.

(b) Draw a diagram to depict the fetch-execute cycle used in program execution.

535

(c) Show how the computation 5+ (-3) is done in 8-bit two's complement arithmetic. Explain how you deal with the carry generated from the most significant bit.

Do not write in this column

 (a) Encircle the most suitable entry in the second and third columns corresponding to the properties listed in the first column of the following table with respect to FAT32 and NTFS file systems.

	FAT32	NTFS
Maximum file size	limited/unlimited	limited/unlimited
Maximum file name length	limited/unlimited	limited/unlimited
Security	yes/no	yes/no
Support of Unicode	yes/no	yes/no

(b) A computer has an 18-bit virtual memory address space where six bits are used for a page address.

(i) Calculate the total number of pages defined by the above addressing scheme.

(ii) Consider the following virtual memory address: 010111000000111100

What is the page and displacement (Offset) of this address?

(c) Draw the operating system process transition diagram from process creation to termination.

Do not write in this column

3. Consider the following scenario.

Students in a school participate in different sports such as volleyball, track and field athletics, table tennis, etc. The principal wants to maintain a registry with admission number, student name, home address, class, and sports he/she participates. A student can participate in more than one sport. For a particular sport, there can be more than one student. Each student can participate pre-defined number of hours in a sport.

(a) Draw an ER diagram for the above scenario.

I see page five

(b) Classify with reasons whether the cardinality of relationship(s) identified in section (a) is one-to-one, one-to-many, or many-to-many.

Do not write in this column

Relationship	Cardinality	Reason
		1
	-	THE P.
		100

(c) "ER diagrams do not allow attributes to be assigned on relationships". State whether this statement is true or false. Explain your answer by using the given scenario.

SY

(d) A database designer suggested the following relation for the above system. State two weaknesses of this relation and suggest necessary modifications.

Do not write in this column

AdmissionNo	StudentName	HomeAddress	Class	SportName

Parameter 1

[see page seven

4. (a) Classify the following software as either "system software" or as "application software".

Software	Classification	
Linux		
Word Processor		
Web Browser		1

(b) Computer storage devices can be categorized into three types based on the medium used to sto / retrieve data. State the three types of media and give an example for each type.

(c) The transaction file in a company's payroll system includes employee number, hours worked department code, and week number. Assume that the system maintains a Employee master table and a Department master table. Encircle the most appropriate validation check for each of the data elements given in the following table.

Data element	Validation checks
employee Number	Presence in Employee master table / Numeric value
hours worked	Presence in Employee master table / Range check
department code	Presence in Department master table / Range check
week number	Length / Range check

(d) Describe the terms "Video conferencing" and "Copyright".

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අධානයන පොදු සහනික පතු (උසස් පෙළ) විභාගය, 2011 අගෝස්තු බෙබෝට ටොනුන් නුගානුගට පුදුමුගු(உயர் නුගු)ට පාර්ථකය, 2011 ඉබෝල General Certificate of Education (Adv. Level) Examination, August 2011

තොරතුරු හා සන්නිවේදන තාක්ෂණය II

தகவல், தொடர்பாடல் தொழினுட்பவியல் II Information & Communication Technology II 20 E H

Instructions:

* Answer any four questions only.

Part B

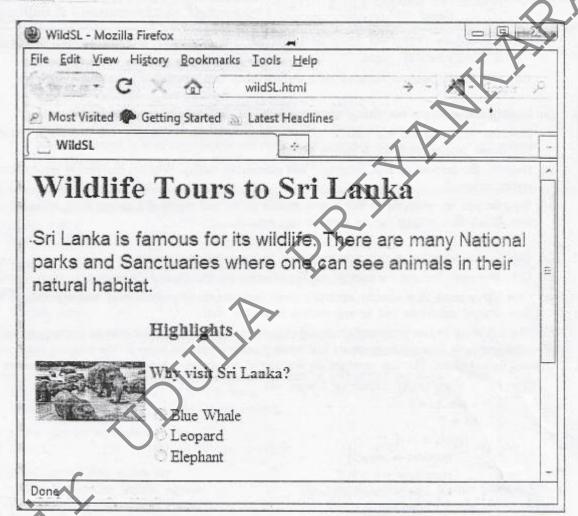
- (a) What are the three (3) main components of a Central Processing Unit (CPU) of a typical computer? List
 the main functions of these three components.
 - (b) Briefly explain why storage compaction is needed in memory management.
 - (c) For a file of size 10400 bits, calculate the wastage in file space due to incomplete filling of the last cluster (Assume that a cluster has a size of 512 bytes.)
 - (d) A digital circuit takes four binary digits as an input and produces 1 as its output if the decimal value represented by the four binary digits is a prime number (number which can only be divided by itself and 1), and 0 otherwise. Assume that all four binary digits represent positive decimal values (No bit is allocated for the sign).
 - (i) The following truth table is designed to describe the above circuit, in which A, B, C and D represents the four binary inputs from the most significant bit to the least significant bit and F(A,B,C,D) as the output of the circuit. Copy the following truth table onto your answer sheet as it is and complete the output column.

-	

A	В	C	D	F(A,B,C,D)
9	0	0	0	
0	0	0	1	
0	0	1	0	
0	0	1	1	
0	1	0	0	
0	1	0	1	
0	-1	1	0	
0	- 1	1	1	
1	0	0	0	
1	θ	0	1	4
1	0	1	0	
1	0	1	1	
1	1	0	0	
1	1	0	1	
1	1	1	0	
1	1	1	1	

- (ii) Write a Boolean expression to represent the logic function of the above circuit in the sum of products form.
- (iii) Design a logic circuit for the Boolean expression you have obtained for the above part (ii).

- 2. (a) Describe the terms "elements" and "attributes" with respect to an HTML document.
 - (b) Identify each of the following as either an element or an attribute and describe their functionlity.
 - (i) br
- (ii) href
- (iii) src
- (iv) html
- (c) Consider the following figure which shows a section of a web page of a tour operating company in Lanka.



Answer the following questions using the above figure.

It is required to format all the paragraphs of the above HTML document in "arial" font, 14 font size and in blue colour. Write the required CSS code segment for the paragraph.

(ii) Explain the effect of having the following tag in the above HTML document.

<img src = "elephants_tnl.jpg"
ALT = "Tour to Yala" width = "288cm" height = "156cm"
style = "border:none"/>

- (iii) Write HTML code segment to create the collection of three radio buttons labelled as 'Blue Whale', 'Leopard' and 'Elephant' as appeared in the above HTML document.
- (iv) The company wants to add a table showing the rates as given below with the caption 'Wild Sri Lanka', to the above HTML Document.

Days	Price
7	US\$910
10	US\$1220

Write HTML code segment to create the table.

- 3. (a) You have been asked to design two physically separated networks, namely A and B, each having exactly 10 computers. The IP addresses of A and B networks are 10.32.5.0 and 10.32.6.0 respectively. It is required that the computers in the two networks must be able to communicate with each other.
 - (i) Suggest a suitable subnet mask for each of these networks.
 - (ii) Name the device required to connect these two physical networks to communicate with each other,
 - (iii) Draw a network diagram for the above network and assign suitable IP addresses for the devices in these two networks.
 - (b) (i) Compare TCP and UDP protocols in terms of reliability.
 - (ii) Peer-to-peer (P2P) and client-server models are distributed application architectures. State the difference between them.
 - (iii) List the differences between hubs and switches in a network.
- 4. (a) Identify and describe the phases of the waterfall model in software development.
 - (b) Describe functional and non functional requirements of a system, identify two functional and three non functional requirements for a mobile phone.
 - (c) Describe the purpose of unit, integrated and acceptance testing. Who are the people responsible for each testing process?
 - (d) Suppose you are planning to buy a new mobile phone and would like to test its functionality. Describe how Black Box testing can be used in this process.
- 5. (a) Explain the necessity of program translators in computer programming.
 - (b) Give two main features for each of the First-Generation and Second-Generation programming languages.
 - (c) Give three main flow control structures used in a structured programming language. Show how these flow control structures can be represented in a flow chart.
 - (d) The following Python program is intended to convert user given positive integers to their equivalent binary representations. The program should halt when the user inputs the value 0. The program has both syntactic and logical errors. The line numbers are not part of the program, but they are used to reference the lines.

```
1 x = int (input ("Hinter an integer <math>\rightarrow)
```

- 2 while x! = 0
- 3 bn = ""
- 4 while x > 1:
- quotient = int(x/2)
 - remainder == x % 2
- bn = bn + str(remainder);
 - x = quotient
- bn = str(x) + bn
- 10 print ("Binary Number", bn)
- 11 $x = int (input("Enter an integer \rightarrow))$
- (i) State the lines with syntactic errors and state the error.
- (ii) Which lines of the program should be changed and state how they should be changed to obtain the desired results. (You are not allowed to add new lines or to delete existing lines.)
- (a) (i) Using an example for each category explain the three types of business: Business to Business (B2B), Business to Consumer (B2C) and Consumer to Consumer (C2C) in e-commerce.
 - (ii) Chairman of a company is considering fax, e-mail and web as communication tools for a B2E (Business to Employee) application. Being an ICT student recommend the most appropriate tool with reasons.
 - (b) (i) In the domain of Agent technology, explain the term 'Agent'.
 - (ii) Give two main characteristics of an Agent.
 - (iii) Briefly explain an example where Agent technology could be used effectively.