



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

Department of Governance and Management Sciences

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Medical Office Applications 2B	COURSE CODE: MOA621S
DATE: November 2023	SESSION: Practical Paper
DURATION: 3 Hours	MARKS: 160

FIRST OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Beukes
MODERATOR:	Ms P Witbeen

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Make sure your name, surname, question number and the date appear in the Header and Footer.

THIS TEST PAPER CONSISTS OF 11 PAGES (Excluding this front page)

Question 1**Marks: 35**

Retrieve Question 1 with the Track Changes from your folder and adhere to the instructions. Ensure that you execute all the instructions and that you don't leave out any important information. Use normal margins and the font.

INSTRUCTIONS:

1. Change the font of the Document to Comic Sans, font size 12, s/s.
2. Adhere to all the typing rules.
3. **Use the following Heading styles for the Table of Content:**
Introduction: Heading 1 (Comic Sans, Black, Font size 16, Bold)
Paragraph Headings 1, 2, 3 and 4 – Heading 2 (Comic Sans, Black, and Font size 14, Bold)
Paragraph Headings 4.1, 4.2 and 4.3 – Heading 3 (Comic Sans, Black, Font size 12)
4. Insert Page numbers except for the first page (Top of page – center)
5. Insert diagonal watermark: ORIGINAL (keep default font, transparent)
6. Use Automatic Table2 for the Table of Content.
7. Insert Network World Computer Logo in the top right corner (Find logo in the same folder as the link).
8. Insert Reference List

Network Computers CC

Commented [BL1]: Use Word Art to create a letter head for this article:
Fill: Gray, Accent Color 3, Sharp Bevel
Font: Calibri, Size 28, u/c, bold

Hacking is the act of identifying and then exploiting weaknesses in a computer system or network, usually to gain unauthorized access to personal or organizational data.

Commented [BL2]: Insert Drop Cap, 2 lines, bold

Introduction

Hacking is not always a ~~nasty~~ malicious activity, but the term has mostly negative connotations due to its association with cybercrime.

Commented [BL3]: Insert reference link for this journal article:
<https://www.sciencedirect.com/science/article/pii/S2667345223000238>

1.Hacking for Different Reasons

~~As discussed in previous chapters,~~ there are more than one reason why hackers do what they do. Most hackers will attempt to access systems for a challenge, out of curiosity, or for more malicious reasons.

3.Nessus

The only true way to defend your system is to look at it through the eyes of your enemy, the intruder. ~~A number of automated utilities can probe your networks to look for common exposures and vulnerabilities.~~ One of the foremost freeware tools is a package called Nessus.

2.Maximize the Access

A skilled ~~burglar~~ intruder appreciates principles of strategy and will not rush into a system without careful preparation and planning. ~~These rootkits will do everything from installing Trojan programs to modifying logs.~~

4.The Five Phases of Hacking

~~Contrary to popular opinion and the sensationalized Hollywood image of the hacker, even the boldest intruders will not rush in to a site without careful preparation.~~ Skilled intruders will assemble a number of strategic and tactical attack maps by which they can acquire information on a target system or network.

4.1Creating an Attack Map

When preparing to post mount any attack, it is always advisable to know the terrain.

4.2Building an Execution Plan

When building an attack execution plan, one must take into account the following factors:

Commented [BL4]: Insert double line space between numbers

A vulnerable service must be presently running and accept connections from the rest of the Internet.

Exploits used must not entail any form of denial of service (DoS), which would give away the attack.

Commented [BL5]: Insert bullets.d/s

4.3 Defacing Web Sites

Once a hacker has access to a site, he may perform any number of actions. A common perception of hackers is that they are after some form of sensitive data, such as proprietary information, credit card numbers, or other personal information that can be used for identity theft.

Question 2**TOTAL: 35**

Retrieve the following spreadsheet named "Namibia Repair Services" and adhere to the following instructions. Change font to Arial and size 12.

In front of you, you have Sheet 1 and Sheet 2

INSTRUCTIONS:

1. Namibia Repair Services is a new Motor Spares company in Windhoek. Two new repair branches were opened recently, one in Swakopmund and one in Windhoek. The prices of the products differ slightly from the two branches.
2. As the Office Administrator, you are tasked to combined the total prices of the two branches. Insert another sheet which will be for the totals.

Rename the following sheets:

Sheet 1 - Windhoek Motor Spares
Sheet 2 - Swakop Motor Spares
Sheet 3 - Totals

Copy sheet 1, Windhoek Motor Spares to sheet 3. Delete all columns except Suppliers. Add another column and rename it as Total Prices. Please calculate the prices of both Motor Spares (Windhoek & Swakop) and insert it in the Total Prices sheet.

3. Formatting Sheet 3 (Totals):
 - 3.1 Insert two rows:
1st Row – Insert Heading – Namibia Repair Services (u/c, Bold, font Arial Black, size 16, merge & centre).
 - 3.2 Column Headings (Arial, Bold, Font size 14) with background color of White background 1, 15%.
 - 3.3 Please apply a custom number format for the numbers to show a comma separator for the Total Prices Colum and add two decimals.
 - 3.4. Apply a custom number format to show the N\$ currency sign on all the figures.

- 3.5 Row Height:
Column Headings row height – 40 pixels
Rest of rows – 30 pixels
Insert all borders to the table.

Formatting for Filtering:

4. Copy Sheet 2, Swakop Motor Spares to a new workbook and rename the sheet as Original.
- 4.1 Change the font to Arial, Font size 12.
- 4.2 Insert two-line spaces on top and add the heading – Namibia Repair Services in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).
- 4.3 Insert All Borders (excluding the Main headings)
- 4.4 Row Height:
Column Headings - 45 pixels
Rest of table – 30 pixels
- 4.5 Column Headings - bold the column headings and insert background color – White Background 1, Darker 15%
- 4.6 Apply a custom number format to show the N\$ currency sign on all the figures and add two decimals.

Filters:


5. Copy the Original sheet five times and do the following filtering and rename accordingly:
- 5.1 Sheet 2 (Suppliers) - Display the items which begins with the letter T.
- 5.2 Sheet 3 (Date of Payment) – Show only the dates between 15 September 2022 to 15 February 2023.
- 5.3 Sheet 4 (Payments)– Please show all cash payments.
- 5.4 Sheet 5 (Product) – Please display all products which contains the letter “u”.
- 5.5 Sheet 6 (Amount) - Display the prices less than 450.
6. Insert the header for each sheet.
7. Resize all columns to fit on one sheet.
8. Print all filtered sheets in portrait.

Question 3

Marks: 30

You are the owner of your own small business. Please create an informative, attractive flyer with tear-offs to insert contacts, using Ms Publisher 2016.

INSTRUCTIONS:

1. Use the flyer template Modular under the category Events.
2. Use colour scheme: Apex.
3. Please follow all instructions carefully to ensure an attractive Flyer.
4. Replace **Product/Service Information** with Hadassah Oil Launch (u/c, bold, default font).
5. Insert the crown logo  next to the heading Hadassah Oil Launch from the folder "Hadassah Oil" and resize to fit – 0.19cm" (Height).
6. Replace **Business Name** with "LexisNexis" use default font and font size.
7. Delete all spaces and place holders except **Organization** and **Business Tagline or Motto** in the template and adhere to all the instructions.
8. Insert the following pic on the top right: resize 7.11cm (Height).



9. Use a textbox to insert the following information on the left of the Hadassah Healing Oils picture. Use Diagonal Gradient – Accent 4 Shape Style to format the textbox.

<p>OSHAKATI SEMINAR</p> <p>SATURDAY</p> <p>20 November 2023</p> <p>with</p> <p>Lechi Wheeler</p>	<p>← Font: Eras Bod ITC, 14, Cent</p> <p>← Font: Georgia, size 12, cent</p>
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10. Insert a textbox under the info in nr 9 with the following text:

WHAT IS ESSENTIAL OILS?

Essential oils are concentrated plant extracts from steamed distillation called pressing or resin tapping.

← Font: Georgia, size 12, cent

No borders

11. Insert a textbox below the information in nr 10 with the following text:

What is Essential Oils Suitable For? → **Bold**

Essential oils work on every system in your body. They are used not only for symptomatic treatment like (pain, migraine, sleep aid, mood balance, immunity, fungus, stress, high blood pressure, etc.) but also work deeper into the cellular structures. Many people believe they are great as add-on therapy, but when you look at them in their original design and function, they are the core therapy working on all three levels of the human being (spirit, soul, and body). They deprogram and reprogram miswritten cellular programs and memories. They are working far deeper than symptomatically. Thus, they work on the program written in the DNA, and we formulate our blends to work symptomatically and treat more profound into the specific disease program.

Formatting Textbox:

- Shape Style: Linear Up Gradient – Accent 2.
- Type text in font Calibri, size 11.
- Ensure that textbox is properly centred.
- Resize Textbox: Height – 5.91cm
- Width – 15.1cm

12. Add three (3) textboxes next to each other at the bottom above the tear-offs.

- 12.1 Textbox 1 – Height 2.13cm, Width – 3.22cm (no borders)

Insert the following information:

- Venue (u/c, bold, font: Georgia, size 12, cent)
- Roof Top Venue, 18 Wagner Street, Pioneerspark (u/c, bold, font: Georgia, size 10, cent)

12.2 Textbox 2 – Height 2.02cm, Width – 2.93cm (no borders)

Insert the following information:

Time: (u/c, Bold, Font: Georgia, size 12, cent)
09:00—16:00 (Font: Georgia, size 10, cent)

12.3 Textbox 3 – Height 1.93cm, Width – 3.89cm (no borders)

Insert the following information:

Price: (u/c, Bold, Font: Georgia, size 12, cent)
N\$250 per person (Font: Georgia, size 10, cent)

13. Delete  and replace with  (logo in folder).

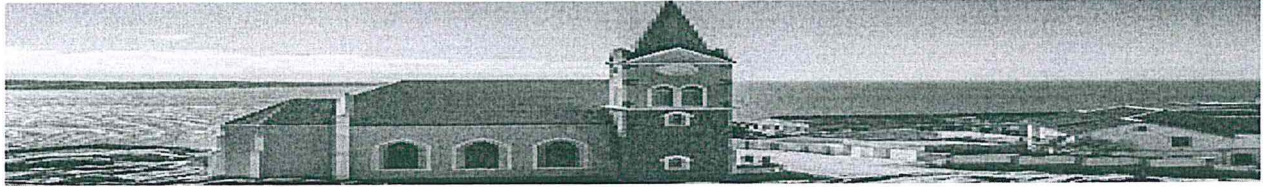
Replace "***Business Tagline or Motto***" with
"***Your name is oil poured forth***" (Font: Georgia, font size 10, bold, italic)

14. Insert image of Hadassah Bottle Oil in the bottom right corner (find image in folder).

Height – 3.69cm
Width - 1.34cm

15. Insert your full Name and student number in the tear-offs.

16. Print your flyer.


ELIXIR QUESTION PAPER
MARKS: 60

Start Elixir and log into the General Practice option.

We are thrilled to announce the opening of Lüderitz Medical Care, a state-of-the-art healthcare facility dedicated to providing compassionate, comprehensive, and cutting-edge medical care to our community. Your health and well-being are our top priorities, and we are committed to delivering the highest standard of care with a patient-centred approach. As the Office Administrator, you are expected to assist with the setting up of the new Elixir database. Use the information below to set-up this new practice.

1. Create the following Service Providers for Lüderitz Medical Care.

Provider	Discipline	HPCSA NR	Cellular	Dispensing	Dispensing Registration
Dr Brian Majiedt	Orthopaedic Surgeon	525698	08181258898	No	
Dr Willem Gertze	Paedric Surgeon	787879	08181256698	Yes	8947896
Dr Gert Kaambo	Plastic Surgeon	696968	08181255598	No	
Dr John Hartung	Radiologist	3663632	08181254498	Yes	7898784

2. Add the following accounts, resize the columns and remove all the unnecessary headings.

Account Number	Surname	Initials	First name	Postal Address	ID Number	Town	Medical AID	E-mails	Provider
							Scheme		
0001	Hoffmann	H	Herman	PO Box 1212	8201014500100	LUDERITZ	NHP SILVER	hhoffmann@gmail.com	Dr B Majiedt
0002	Andreas	A	Anthony	PO Box 3214	9201011450010	SEEHEIM	VITALITY	aandreas@mweb.na	Dr W Gertze
0003	Brummer	B	Beverley	PO Box 222	8526011450010	KEETMANSHOOP	NAMDEB	bbrummer@iafrica.com.na	Dr G Kaambo
0004	Cilliers	R	Rene	PO Box 1478	8307074500100	LUDERITZ	LIBERTY LIFE	rcilliers@gmail.com	Dr J Hartung
0005	Jonas	E	Elias	PO Box 258	7529021010000	KOLMANSKOP	INVESTMED	ejonas@gmail.com	Dr B Majiedt

3. Add the following medical aid numbers (references) to the existing accounts.

Account Number	Medical Aid Number
0001	456112
0002	456113
0003	456114
0004	456115
0005	456116

4. Insert the following **Accounting groups** to your Database and delete others:
 - 4.1 Normal – White
 - 4.2 Rejection – Orange
 - 4.3 Overdue payment – Yellow

5. Set up the following **Clinics**:
 - 5.1 Lüderitz Town Clinic
 - 5.2 Elisabeth Bay Clinic
 - 5.3 West Coast Family Clinic

6. You have to add the following reasons to the **Rejection** list and delete the others.
 - 6.1 Limits Exceeded
 - 6.2 Wrong Dependant

7. Load the following **Colleagues**:
 - 7.1 Dr Keino Hertzberg, Practice nr 211478, Neuro Surgeon, Referring doctor – Cell: 0812211881.
 - 7.2 Dr Johnny Coleman, Practice nr 211874 – Dermatologist, Assisting doctor – Cell: 0813321010.
 - 7.3 Dr Frederick Fortuin Practice nr 8901243 – Urologist, Assisting doctor – 0814015679.

8. From your existing accounts add the following dependants on their accounts.
 Lucia Andreas, DOB: 23 July 2010, Medical Aid nr: 456114, Allergies: Loperamide
 Gizela Jonas, DOB: 10 January 2015, Medical Aid nr: 456126, Allergies: Citric Acid

9. Please set the following appointments for the patients.
 - 9.1 Ms Beverley Brummer urgently needs an appointment for Monday, 13th November 2023 with the Dr G Kaambo. The only available time is at 14:00.
 - 9.2 A new patient Ms Mandy Ipinge walks into the practice, her first time visiting the practice. You need to book an appointment for her for this week still. You find an opening on Wednesday, 6th December 2023 with Dr J Hartung at 9:00.
 - 9.3 Ms Beverley phoned back and requested a longer appointment. Please extend the appointment until 15:00.

10. Please create the following Macros:

Macro	Procedure	Your Code	Description
Bron1001	Bronchoscopy	FH29 014E L453	Sterile Zone Kit BroncholiX Syr 1000ml
Endo1003	Endoscopy	3TC9 Y585 10F9	Endoscopy Delivery Gloves Endoscopy Suction tube
Chol1004	Cholecystectomy	F5B4 IJ15 4893	Cholecurb Tab Needle 16g Anaesthetic Sys Maple

11. Post the following Macro's to these patients:
Rene – BRON1001
Anthony – ENDO1003
Herman – CHOL1004
12. Settle all the Payments as cash payments
13. Print the Daily Transaction Report to verify all the transactions for the day.