CANDIDATE NAME

CENTRE NUMBER

CANDIDATE NUMBER

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY　　　　**9713/12**

Paper 1　　　　　　　　　　　　　　　　　　　　　　　　　**May/June 2010**

1 hour and 15 minutes

Candidates answer on the Question Paper.

No additional materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.
Write in dark blue or black pen.
Do not use staples, paper clips, highlighters, glue or correction fluid.
You may use a pencil for any diagrams, graphs or rough working.
DO **NOT** WRITE IN ANY BARCODES.

Answer **all** questions.

The number of marks is given in brackets [ ] at the end of each question or part question.

The businesses described in this paper are entirely fictitious.

This document consists of **20** printed pages.

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International Examinations

[Turn over

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Scenario 1
Questions 1 and 2

Islamabad Translation Services is a company which employs a number of workers who translate documents between English and Urdu. Because much of the work is done on an individual basis, Faisal, the manager wants to allow the translators to work from home.

Shaista is a translator and she would like to work from home. She, like other workers, already has a standard PC with monitor, keyboard and mouse.

1 **(a)** Describe the personal characteristics that Shaista would need to have before Faisal would recommend that she be allowed to work from home.

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(b) Describe, including their uses, the extra hardware that each worker will need to have in order to work from home.

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2 Faisal wants to remain in contact with his workers and has considered regular video conferences for this. He feels this would also enable him to check on their work.

(a) Describe the extra hardware which Faisal would have to provide for each worker to take part in a video conference.

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(b) Explain why Faisal would use a video conference rather than a phone conference.

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Scenario 2
Question 3

An Egyptian book publishing company, Cairo Press, is looking to expand its operations. They wish to increase their advertising to extend their customer base. Their preferred method of advertising would be using a website, though they have the ICT facilities necessary to use a variety of methods.

If they do create their own website they will ask Ali, one of their most talented workers, to produce it. However, they are concerned about his lack of organisational skills.

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3 **(a)** Describe how time management software would help Ali to plan the creation of the website.

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(b) Describe, giving the uses of each, **six** different types of software which Ali could use to create the website.

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(c) Discuss the advantages and disadvantages to a company of advertising on somebody else's website rather than creating their own website.

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(d) Give the advantages of using flyers to advertise the company locally.

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Scenario 3
Questions 4 and 5

Sellafield food shops is a national chain of supermarkets in the UK. They have recently implemented a website for their customers, who can now order their shopping online and have it delivered to their home.

They have also created an overseas call centre so that if customers have problems with the website they can contact the company to fix these problems. The management of the call centre is to introduce shorter working periods (shifts) due to pressure from the workers.

4 **(a)** Describe the features of a well designed online shopping website.

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(b) Explain the security issues involved with such a website.

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(c) Discuss whether customers should feel concerned about using this online shopping system.

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5 **(a)** Describe the features of Computer Telephony Integration (CTI) software which will be used in the call centre.

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(b) Describe some of the health and safety problems which might occur because of the call centre operators' use of computers.

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(c) Describe possible changes to the working patterns of call centre operators caused by the new shift patterns.

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**Scenario 4
Questions 6 and 7**

Dar Es Salaam High School has recently been formed by joining together six smaller schools. The head teacher wants to have a modern ICT system to administer staff and student records. She has decided to employ a systems analyst to look at the existing systems and recommend a new system.

The system will need to produce hundreds of reports in one session and should be able to find individual records very quickly. Using the results of the analysis of the current system the analyst will need to design the new system. Once the system has been designed and developed, user and technical documentation will need to be produced.

6 (a) Other than observation, describe the methods that the systems analyst could use to research the current systems.

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(b) Describe **four** different items that the systems analyst will need to include at the design stage. Using the scenario of Dar Es Salaam High School, explain the factors that will influence the choice of each item.

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7 **(a)** Explain the purpose of technical documentation.

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(b) Describe the **two** types of technical documentation including details of the contents of each one.

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(c) After the system has been developed it will be evaluated.
Describe how test results are recorded and explain how they affect this evaluation.

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