

CANDIDATE  
NAME

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CENTRE  
NUMBER

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CANDIDATE  
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**APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY**

**9713/32**

Paper 3

**February/March 2016**

**1 hour 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, glue or correction fluid.

You may use an HB 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 **14** printed pages and **2** blank pages.

**Scenario 1**  
**Questions 1 and 2**

NatKorp is a multinational company with offices in cities around the world.

The staff in the offices are in regular contact with each other by email and telephone in order to share and discuss company business.

The staff can use the company network for remote storage of files, for access to the World Wide Web and for use with telephone handsets that use VoIP.

Each member of staff is provided with a company email address. The address is based on the name of the member of staff and the name of the company.







**Scenario 2****Questions 3, 4 and 5**

The authorities at an international airport have introduced a range of measures to try and improve the process of identifying passengers and improve the security of the airport and aircraft.

The airport now requires all passengers to use electronic tickets (e-tickets) and to use an electronic passport (e-passport) containing an embedded chip which holds the personal details of the passenger.

Some airlines send boarding passes to the passenger's mobile phone. They often refer to this as a mobile boarding pass.

3 (a) Explain the benefits to the passenger of using e-tickets.

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(b) Describe how the airport computer system is used to match an e-ticket to a specific passenger at check-in.

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(c) State **one** way that a boarding pass may be sent to the mobile device of a passenger.

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(d) (i) Describe the benefits of using mobile boarding passes.

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(ii) Describe **one** drawback of using mobile boarding passes.

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4 E-tickets have to be purchased online. Explain why passengers may be worried about purchasing e-tickets online.

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**Scenario 3****Questions 6, 7 and 8**

A supermarket buys the goods that it sells, from a wholesaler who keeps goods in a warehouse ready for delivery to the supermarket when they are needed.

The supermarket uses point of sale (POS) terminals at its checkouts.

Operators of the POS terminals use a variety of hardware devices to enter data about the goods being sold.

The supermarket has a stock control database containing details of all the goods that it sells. The stock control database is linked to the computer system at the wholesaler's warehouse.

The supermarket uses a 'just-in-time' (JIT) strategy to ensure that it always has enough goods to sell to its customers.

6 (a) Give the advantages and disadvantages of a checkout operator using each of the following items of hardware at a POS terminal.

(i) barcode reader .....  
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(ii) electronic scales .....  
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(iii) numeric keypad .....  
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(iv) touch screen .....  
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