

**ADVANCED SUBSIDIARY GCE
APPLIED INFORMATION AND COMMUNICATION
TECHNOLOGY**

G041

Unit 2: How Organisations Use ICT

Candidates answer on the question paper

OCR Supplied Materials:

- Instructions for Candidates G041/IC (inserted)

Other Materials Required:

- Candidates pre-prepared materials

**Monday 12 January 2009
Afternoon**

Duration: 1 hour 30 minutes



Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.
- Attach your pre-prepared material for tasks 1–3.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- No marks will be awarded for using brand names of software packages or hardware.
- This document consists of **12** pages. Any blank pages are indicated.

For Examiner's Use		Max
Task 2		15
Task 3		15
1		5
2		5
3		3
4		14
5		10
6		8
7		5
8		6
9		4
10		10
Total		100

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Section A

This section relates to the case study on Bedrooms4U.

1 Installation is one job function within a showroom of Bedrooms4U.

Identify **one other** job function within a showroom and describe **four** tasks carried out.

Job function

Task 1

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Task 2

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Task 3

.....

Task 4

..... [5]

2 Describe the role of the warehouse manager in Bedrooms4U.

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..... [5]

3 Hotels are one type of customer of Bedrooms4U.

Identify **one** other type of customer and describe how they interact with the company.

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..... [3]

4 Confirmed orders are entered in a sales order processing (SOP) system.

(a) (i) Identify **two** items of information about products that are input.

Item 1
Item 2 [2]

(ii) Identify the input method used for **each** item of information.

Item 1
Item 2 [2]

(b) Identify **one** other item of information entered by the order-processing clerk into the Product Order Input form.

..... [1]

(c) Describe the **processing** and **calculations** carried out by the SOP system.

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..... [5]

(d) A member of the accounts staff enters the amount of the deposit the customer has paid.

Describe the final output produced.

Final output

Description

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..... [4]

- 5 Describe the ICT system used in the **showroom** for **bedroom design**. You should include details of the hardware and software used, examples of input data and outputs, and the processes carried out.

Hardware

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Software

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Input data

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Outputs

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Processes

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..... [10]

6 The Directors of Bedrooms4U are considering a number of improvements to the company's ICT systems. These improvements will affect the working practices of the company.

(a) Explain **two** possible changes to the working practices of Bedrooms4U.

Change 1

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Change 2

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..... [4]

(b) Explain **two** possible impacts of these changes on the **employees** of the company.

Impact 1

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Impact 2

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..... [4]

7 Bedrooms4U stores and processes information about customers and staff.

(a) Which piece of legislation protects this data?

..... [1]

(b) Describe **two actions** Bedrooms4U must take to comply with this legislation.

Action 1

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.....

.....

Action 2

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..... [4]

Section B

You do not need the case study or your notes to answer these questions.

8 Many organisations keep training records for their staff.

(a) Identify **two** types of information that would be held in training records.

Type 1

Type 2 **[2]**

(b) Explain how training records can be used to help improve the skills and performance of the workforce.

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..... **[4]**

9 A research and development function exists in many organisations that manufacture products.

Describe the likely roles of **each** part of this job function.

Research

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Development

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..... **[4]**

10 Payroll is an extension of personnel records.

(a) Identify **two** essential items of information required for payroll calculation that will be looked up using the employee number.

Item 1

Item 2 [2]

(b) Most employees' salaries will be paid directly into their bank accounts each month.

(i) Describe the **processing** and **calculations** carried out to determine the amount to be paid into the bank each month for **salaried** employees.

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..... [3]

(ii) What document do employees receive to tell them how much they have been paid?

..... [1]

(iii) How could this document be produced by the system?

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..... [2]

(c) Payroll must deal with many changes to the data it uses.

State **two** reasons for changes in data.

Reason 1

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Reason 2

..... [2]

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