

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

**G041**

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

**Thursday 14 January 2010  
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		10
4		10
5		10
6		10
7		12
8		8
<b>Total</b>		<b>100</b>

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**Section A**

**This section relates to the case study on SandwichesPlus.**

**1** Catering is one of four job functions within the head office of SandwichesPlus.

Identify **one other** job function within the head office and describe four tasks carried out within this function.

Job function .....

Task 1 .....

.....

Task 2 .....

.....

Task 3 .....

.....

Task 4 .....

..... **[5]**

**2** Describe the role of the administration assistant in a SandwichesPlus sandwich bar.

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..... **[5]**

3 The chef in the central kitchen must make decisions about what standard ingredients need to be ordered.

(a) (i) Identify **two** items of information that must be collected to help the chef make these decisions.

Item 1 .....

Item 2 ..... [2]

(ii) Describe how this information is obtained.

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.....  
.....  
.....  
.....  
..... [3]

(b) Describe how the chef uses information to decide what to order.

.....  
.....  
.....  
.....  
.....  
..... [3]

(c) Describe how an order is placed.

.....  
.....  
.....  
..... [2]

4 A database is used to process catering enquiries.

(a) Describe how the information needed to process catering enquiries is obtained.

.....  
.....  
.....  
..... [2]

(b) (i) Identify **two** items of information about standard catering requirements that are entered by the catering manager.

Item 1 .....

Item 2 ..... [2]

(ii) Identify the method used to enter **each** item of information.

Item 1 .....

Item 2 ..... [2]

(c) Describe the **processing** and **calculations** carried out to produce a quotation for the client.

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

5 Describe the ICT system used by the **cashier** in a **sandwich bar**. 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 owner of SandwichesPlus wants to improve the process of providing catering clients with quotations.

(a) Explain **two** weaknesses of the current methods of obtaining information from clients and providing them with a quotation.

Weakness 1 .....

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.....

.....

Weakness 2 .....

.....

.....

..... [4]

(b) (i) Explain **one** possible improvement to the methods of obtaining information from clients and providing them with a quotation.

.....

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..... [2]

(ii) Explain **one** benefit this improvement would bring to the process of providing clients with a quotation.

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..... [2]

(iii) Explain **one** problem associated with this improvement that may need to be overcome.

.....

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..... [2]





(c) The toy designs are protected by the Copyright, Designs and Patents Act (1980).

How are the designs protected by this Act?

.....  
.....  
.....  
..... [2]

8 The increased use of ICT has meant that many office workers no longer need to actually be in their employer's premises to carry out their work.

(a) Explain **two** impacts on **office workers** of this change in working practices.

Impact 1 .....  
.....  
.....  
.....  
Impact 2 .....  
.....  
.....  
..... [4]

(b) Explain **two** impacts on **employers** of this change in working practices.

Impact 1 .....  
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Impact 2 .....  
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.....  
..... [4]

**10**  
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