Candidate Forename		Candidate Surname	

Centre Number						Candidate Number				

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

ADVANCED SUBSIDIARY GCE

G041

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

How Organisations Use ICT

TUESDAY 18 MAY 2010: Afternoon
DURATION: 1 hour 30 minutes

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the Question Paper

OCR SUPPLIED MATERIALS:

Instructions for Candidates G041/IC (inserted)

OTHER MATERIALS REQUIRED:

Candidates pre-prepared materials

READ INSTRUCTIONS OVERLEAF

DC (LEO) MEP60480 31241/1
© OCR 2010 [Y/102/6808]

INSTRUCTIONS TO CANDIDATES

- **Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes on the first page.**
- **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.**
- **Write your answer to each question in the space provided. Additional paper may be used if necessary, but you must clearly show your Candidate Number, Centre Number and question number(s).**
- **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.**

BLANK PAGE

SECTION A

THIS SECTION RELATES TO THE CASE STUDY ON SANDWICHESPLUS.

1 The manager of a sandwich bar oversees a number of job functions. One of these is sales.

Identify the THREE job roles that make up the sales function in a sandwich bar and describe ONE task carried out by each.

Job role 1 _____

Task _____

_____

Job role 2 _____

Task _____

_____

Job role 3 _____

Task _____

_____ **[6]**

[Total 6 marks]
End of Question 1

2 Describe the role of the catering manager in the SandwichesPlus head office.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____ **[5]**

[Total 5 marks]
End of Question 2

3 The manager of a sandwich bar places orders with a number of suppliers.

(a) Identify TWO items of information from within the sandwich bar that the manager needs when making decisions about what to order and in what quantities.

Item 1 _____

Item 2 _____ **[2]**

(b) Describe how the manager obtains and uses information to make decisions about what to order and in what quantities.

_____

_____

_____

_____

_____

_____

_____

_____ **[4]**

(c) Describe the communication that takes place between the manager and <u>ONE</u> supplier.

_____

_____

_____

_____ **[2]**

[Total 8 marks]
End of Question 3

4 The cashier's computer is used to process all take-away and eat-in sales.

(a) (i) Identify the TWO methods used to enter information about sandwiches.

Method 1 _____

Method 2 _____ **[2]**

(ii) Identify ONE item of information entered by EACH method.

Method 1 _____

Method 2 _____ **[2]**

(iii) Describe the source of this information.

_____

_____

_____ **[2]**

(b) (i) Identify the paper output from the system.

_____ **[1]**

(ii) Describe the <u>PROCESSING</u> and <u>CALCULATIONS</u> carried out to produce this output.

_____

_____

_____

_____

_____

_____

_____

_____ **[4]**

[Total 11 marks]
End of Question 4

5 Describe the ICT system used by the CATERING department to organise and process bookings. You should include details of the hardware and software used, examples of input data and outputs, and the processes carried out.

Hardware _____

_____

_____

_____

Software _____

_____

_____

_____

Input data _____

_____

_____

_____

Outputs _____

_____

_____

_____

Processes _____

_____

_____

_____ **[10]**

[Total 10 marks]
End of Question 5

6 The owner of SandwichesPlus wants to improve the systems currently used for processing EAT-IN and TAKE-AWAY sandwich orders.

(a) Explain ONE strength of the current system for processing sandwich orders.

_____

_____

_____

_____ **[2]**

(b) Explain ONE weakness of the current system for processing sandwich orders.

_____

_____

_____

_____ **[2]**

(c) (i) Explain how the current systems for processing sandwich orders could be improved. You should include details of any equipment that would be needed and how it would be used.

_____

_____

_____

_____

_____

_____

_____

_____ **[4]**

(ii) Explain <u>ONE</u> problem associated with these improvements that may need to be overcome.

_____

_____

_____

_____ **[2]**

[Total 10 marks]
End of Question 6

SECTION B

YOU DO NOT NEED THE CASE STUDY OR YOUR NOTES TO ANSWER THESE QUESTIONS.

7 The Computer Misuse Act came into force in 1990.

(a) Describe ONE action that this legislation makes illegal.

_____

_____

_____

_____ **[2]**

(b) Explain how this legislation protects organisations' computer systems and data.

_____

_____

_____

_____

_____

_____

_____

_____ **[4]**

[Total 6 marks]
End of Question 7

8 A manufacturing company uses an automatic stock control and re-ordering system to keep track of and maintain the stock levels of parts used in production.

(a) (i) What information would be used to identify each part?

_____ **[1]**

(ii) How would this be used to monitor stock levels?

_____

_____

_____

_____ **[2]**

(iii) Give <u>TWO</u> other items of information that would be stored about each part.

Item 1 _____

Item 2 _____ **[2]**

(b) Describe the processing and calculations that would be carried out by the automatic re-ordering system.

_____

_____

_____

_____

_____

_____ **[3]**

(c) The company is about to introduce a robotic system in the warehouse that will be linked to the stock control and re-ordering system.

Explain THREE impacts of introducing this system.

Impact 1 _____

_____

_____

_____

Impact 2 _____

_____

_____

_____

Impact 3 _____

_____

_____

_____ **[6]**

[Total 14 marks]
End of Question 8

End of Examination

BLANK PAGE

BLANK PAGE

OCR
RECOGNISING ACHIEVEMENT

Copyright Information

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations, is given to all schools that receive assessment material and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.