OCR
RECOGNISING ACHIEVEMENT

ADVANCED SUBSIDIARY GCE

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

How Organisations Use ICT

G041

Friday 27 May 2011
Morning

Duration: 1 hour 30 minutes

Candidate forename		Candidate surname	

Centre number					Candidate number				

MODIFIED LANGUAGE

INSTRUCTIONS TO CANDIDATES

• The insert will be found in the centre of this document.
• Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
• Use black ink. Pencil may be used for graphs and diagrams only.
• Read each question carefully. Make sure you know what you have to do before starting your answer.
• 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).
• Answer **all** the questions.
• Attach your pre-prepared material for tasks 1–3.
• Do **not** write in the bar codes.

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		4
3		5
4		10
5		10
6		10
7		6
8		8
9		3
10		9
Total		100

OCR is an exempt Charity

Turn over

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Section A

This section relates to the case study on Progress Plants.

1   The centre manager oversees a number of job functions in a garden centre. One of these is sales.

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

Job function ....

Task 1 ....

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Task 2 ....

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Task 3 ....

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Task 4 ....

.... **[5]**

2   Describe the role of the Sales and Marketing Director in Progress Plants.

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.... **[4]**

Turn over

3 Progress Plants has a hierarchical organisational structure. The Managing Director is at the top of the hierarchy.

   (i) Give **two** examples of staff in a garden centre who are at the base of the hierarchy.

   Example 1 ....

   Example 2 .... **[2]**

   (ii) Choose **one** of these examples. Describe the reporting line between the member of staff and the Managing Director.

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   .... **[3]**

4 The warehouse computer is used for stock control.

(a) (i) Identify **two** items of information that are input when goods are received or removed from stock.

Item 1 ....

Item 2 .... **[2]**

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

Item 1 ....

Item 2 .... **[2]**

(b) The stock control system helps the warehouse manager decide what needs to be ordered.

(i) Identify the item of information stored on the system that is used to calculate whether particular stock needs to be ordered.

.... **[1]**

(ii) Identify the printed output used by the warehouse manager when deciding what to order.

.... **[1]**

(iii) Describe the **processing** and **calculations** carried out by the stock control system to produce this printed output when goods are picked for an order.

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.... **[3]**

(iv) What **other** output is produced by the system?

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.... **[1]**

5 An ICT system is used by the sales staff in a garden centre.

Describe **one** example of each of the following for this system:

   (i) hardware

   ....

   ....

   ....

   .... **[2]**

   (ii) software

   ....

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   ....

   .... **[2]**

   (iii) input data

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   .... **[2]**

   (iv) processing

   ....

   ....

   ....

   .... **[2]**

   (v) outputs

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   ....

   .... **[2]**

6 The Sales and Marketing Director of Progress Plants wants to update the systems used for processing sales and managing stock within a garden centre.

(a) Explain **two** weaknesses of the current system for processing sales and managing stock.

Weakness 1 ....

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Weakness 2 ....

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.... **[4]**

(b) (i) Explain how the current system for processing sales and managing stock could be improved. You should include details of any equipment needed and how it would be used.

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.... **[4]**

(ii) Explain **one** problem associated with the suggested improvement(s).

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.... **[2]**

7 Staff in the head office of Progress Plants spend much of their time using computers. The Health and Safety (Display Screen Equipment) Regulations (1992) set out what an employer must do to minimise risks to employees such as these.

Describe **three** steps Progress Plants must take to comply with this legislation.

Step 1 ....

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Step 2 ....

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Step 3 ....

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.... **[6]**

Section B

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

8   Email is now widely used by organisations to communicate with customers.

   (a) Explain **two** benefits of using email to communicate with customers.

   Benefit 1 ....

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   ....

   ....

   Benefit 2 ....

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   ....

   .... **[4]**

   (b) Explain **two** problems associated with using email.

   Problem 1 ....

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   ....

   Problem 2 ....

   ....

   ....

   .... **[4]**

Turn over

9 Distributors are organisations that move goods from place to place. An example would be a delivery company that transports goods from wholesalers to the shops that will sell them.

Identify **three** items of information that the delivery company would need from the wholesaler to make a delivery.

Item 1 ....

Item 2 ....

Item 3 .... **[3]**

10 Payroll is an important system for all organisations.

(a) Describe the processing and calculations carried out by a payroll system to calculate the wages for hourly paid staff.

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.... **[3]**

(b) Identify and describe **one** output received by an employee from a payroll system.

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.... **[4]**

(c) Identify **one** external organisation that the payroll system **must** link to and state the purpose of this link.

Organisation ....

Purpose ....

.... **[2]**

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