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

FRIDAY 27 MAY 2011: Morning
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

INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes on the first page. 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 <u>ALL</u> the questions.

- 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 <u>100</u>.

- No marks will be awarded for using brand names of software packages or hardware.

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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 _____

    _____

    Task 2 _____

    _____

    Task 3 _____

    _____

    Task 4 _____

    _____ **[5]**

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

_____

_____

_____

_____

_____

_____

_____

_____ **[4]**

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) For ONE of these examples, describe the reporting line between the member of staff and the Managing Director.

_____

_____

_____

_____

_____

_____ [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.

_____

_____

_____

_____

_____

_____ **[3]**

(iv) What OTHER output is produced by the system?

_____

_____ **[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

_____

_____

_____

_____ **[2]**

(iii) input data

_____

_____

_____

_____ **[2]**

(iv) processing

_____

_____

_____

_____ **[2]**

(v) outputs

_____

_____

_____

_____ **[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 _____

_____

_____

_____

Weakness 2 _____

_____

_____

_____ **[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.

_____

_____

_____

_____

_____

_____

_____

_____ **[4]**

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

_____

_____

_____

_____ **[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 _____

_____

_____

_____

Step 2 _____

_____

_____

_____

Step 3 _____

_____

_____

_____ **[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 _____

   _____

   _____

   _____

   Benefit 2 _____

   _____

   _____

   _____ **[4]**

(b) Explain TWO problems associated with using email.

Problem 1 _____

_____

_____

_____

Problem 2 _____

_____

_____

_____ **[4]**

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.

_____

_____

_____

_____

_____

_____ [3]

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

_____

_____

_____

_____

_____

_____ **[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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