OCR
RECOGNISING ACHIEVEMENT

Monday 16 January 2012 – Afternoon

AS GCE
APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

G041/01   How Organisations Use ICT

Candidates answer on the Question Paper.

OCR supplied materials:
*   Instructions for Candidates G041/01/IC (inserted)

Other materials required:
*   Candidates pre-prepared materials for pre-release tasks 1, 2 and 3

Duration: 1 hour 30 minutes

Candidate forename		Candidate surname	

Centre number					Candidate number				

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. HB pencil may be used for graphs and diagrams only.
*   Answer **all** the questions.
*   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).
*   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	6
2	4
3	10
4	10
5	10
6	10
7	5
8	5
9	10
Total	100

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Turn over

Section A

This section relates to the case study on Pounds Car Hire (PCH).

1   The office supervisor in a car hire outlet oversees the work of the office staff.

Identify **two** job roles that the office supervisor oversees and describe **two** tasks carried out by each.

Job role 1 ....

Task 1 ....

....

Task 2 ....

....

Job role 2 ....

Task 1 ....

....

Task 2 ....

.... **[6]**

2   Describe the role of the driver co-ordinator at PCH.

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.... **[4]**

3 Suppliers provide goods or services to PCH. Each supplier communicates with a particular individual or department within PCH and specific information is exchanged.

(a) (i) Identify **one** supplier of **goods** to PCH.

.... **[1]**

(ii) Identify **one** individual or department within PCH that this supplier communicates with.

.... **[1]**

(iii) Describe the communication that takes place between this supplier and the company **and** the information that is exchanged.

....

....

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....

....

.... **[3]**

(b) Self-employed drivers provide a service to PCH.

(i) Identify **one** other supplier of a **service** to PCH.

.... **[1]**

(ii) Identify **one** individual or department within PCH that this supplier communicates with.

.... **[1]**

(iii) Describe the communication that takes place between this supplier and the company, **and** the information that is exchanged.

....

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.... **[3]**

4 Scheduling the servicing and replacement of cars is an important procedure for PCH.

(a) What type of software is used to schedule this servicing and replacement?

.... **[1]**

(b) Which **two** items of information entered by the workshop manager are used to identify whether a car is due for servicing?

1 ....

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

(c) Identify and describe the output produced by the scheduling system.

....

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.... **[3]**

(d) Describe the processing carried out to produce the output.

....

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.... **[4]**

5 An ICT system is used to **process** self-drive car hire bookings **when a customer picks up a car**.

Explain **one** example of each of the following for this system.

(i) Hardware

....

....

....

.... **[2]**

(ii) Software

....

....

....

.... **[2]**

(iii) Input data

....

....

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.... **[2]**

(iv) Processing

....

....

....

.... **[2]**

(v) Outputs

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....

.... **[2]**

Turn over

6 PCH must comply with the Data Protection Act (1998) because it stores and processes the personal data of customers and staff.

(a) Describe **two** actions that PCH must take to comply with this Act.

1 ....

....

....

....

2 ....

....

....

.... **[4]**

(b) Explain **one** impact of this Act on the **customers or staff** of PCH.

....

....

....

.... **[2]**

(c) Explain **two** impacts on **PCH** of having to comply with this Act.

1 ....

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....

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2 ....

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.... **[4]**

Section B

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

7 A sports shop is an example of a retailer. The sports shop uses the services of a wholesaler. Both sell goods.

(a) What is the **main** difference between a retailer and a wholesaler?

....

....

....

.... **[2]**

(b) Identify **one** document that would be passed between the sports shop and the wholesaler and describe its content.

Document ....

Content ....

....

....

.... **[3]**

8 Many organisations keep staff training records and training plans.

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

1 ....

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

(b) Explain how training plans help to improve the skills and performance of the workforce.

....

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.... **[3]**

9 Many different job functions occur within organisations. The role of some of these job functions has changed due to the increased use of ICT and automated systems. This has, in turn, had an impact on society as a whole.

(a) What **type** of organisation includes a production function?

.... **[1]**

(b) What is the role of the production function?

....

.... **[1]**

(c) How has the role of personnel within the production function changed due to the introduction of automated systems?

....

....

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.... **[2]**

(d) The increased use of ICT and automated systems has **not** led to the high levels of unemployment initially predicted.

Discuss the impact that the increased use of ICT and automated systems has had on employment patterns.

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.... **[6]**

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