

Candidate forename		Candidate surname	
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Centre number						Candidate number				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE**

**G041/01**

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**How Organisations Use ICT**

**MONDAY 16 JANUARY 2012: Afternoon**

**DURATION: 1 hour 30 minutes**

**SUITABLE FOR VISUALLY IMPAIRED CANDIDATES**

**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**

**READ INSTRUCTIONS OVERLEAF**

## **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 on the first page. 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.**

## **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.**

# 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]



**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.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [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.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [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.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [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**

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**[2]**

**(ii) Software**

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**[2]**

**(iii) Input data**

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**[2]**

**(iv) Processing**

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**[2]**

**(v) Outputs**

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**[2]**

**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** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **[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?**

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[2]

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

**Document** \_\_\_\_\_

**Content** \_\_\_\_\_

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[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.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [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?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ [2]





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