

Surname	Centre Number	Candidate Number
Other Names		2



GCE AS/A level

1641/01

APPLIED INFORMATION & COMMUNICATION TECHNOLOGY

UNIT AICT 1

eBusiness – Gaining Skills in eBusiness

Paper version of on-screen assessment

P.M. MONDAY, 16 January 2012

3 hour examination consisting of two parts

For Examiner’s use only

Total mark (PART A only)	
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INSTRUCTIONS TO CANDIDATES

Use black ink or black ball-point pen.

Write your name, centre number and candidate number in the spaces at the top of this page.

Answer **all** questions.

INFORMATION FOR CANDIDATES

Questions in this paper are based on the context of *Safety First Ltd.*

The examination consists of two parts:

Part A: Knowledge and application of eBusiness (40 marks - 1 hour)

Part B: Tasks to demonstrate practical competence (60 marks - 2 hours)

The context for the examination is set in the Introduction.

A short break is permitted between Parts A and B.

Quality of Written Communication will be assessed in Question 9 of Part A.

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INTRODUCTION



Safety First Ltd is a company that provides health and safety training for small businesses. The company was established five years ago by Stephen James and is based in an old school building that provides offices for the company's staff and training rooms for delegates on the health and safety courses.

The company currently employs seven trainers in addition to the office staff who manage the business, organise courses and handle the bookings.

Demand for the training has increased and Stephen is aware that many of the delegates have to travel considerable distances to attend the courses. He is considering several options for enlarging the business to cope with the demand for the courses including setting up a new training centre near Birmingham or using hotel conference facilities to hold the courses.

You have been asked to assist Stephen in his work.





“Hello my name is Stephen James. I am considering several options for enlarging my business including setting up a training centre near Birmingham or using hotel conference facilities to hold the courses. I need to gather information to help me decide how to expand the business and would like your advice on sources of information.”

1. Stephen needs to gather information to help him decide how to expand his business.

(a) One primary source from whom he could gather useful information is a course delegate. Name another primary source Stephen could use. [1]

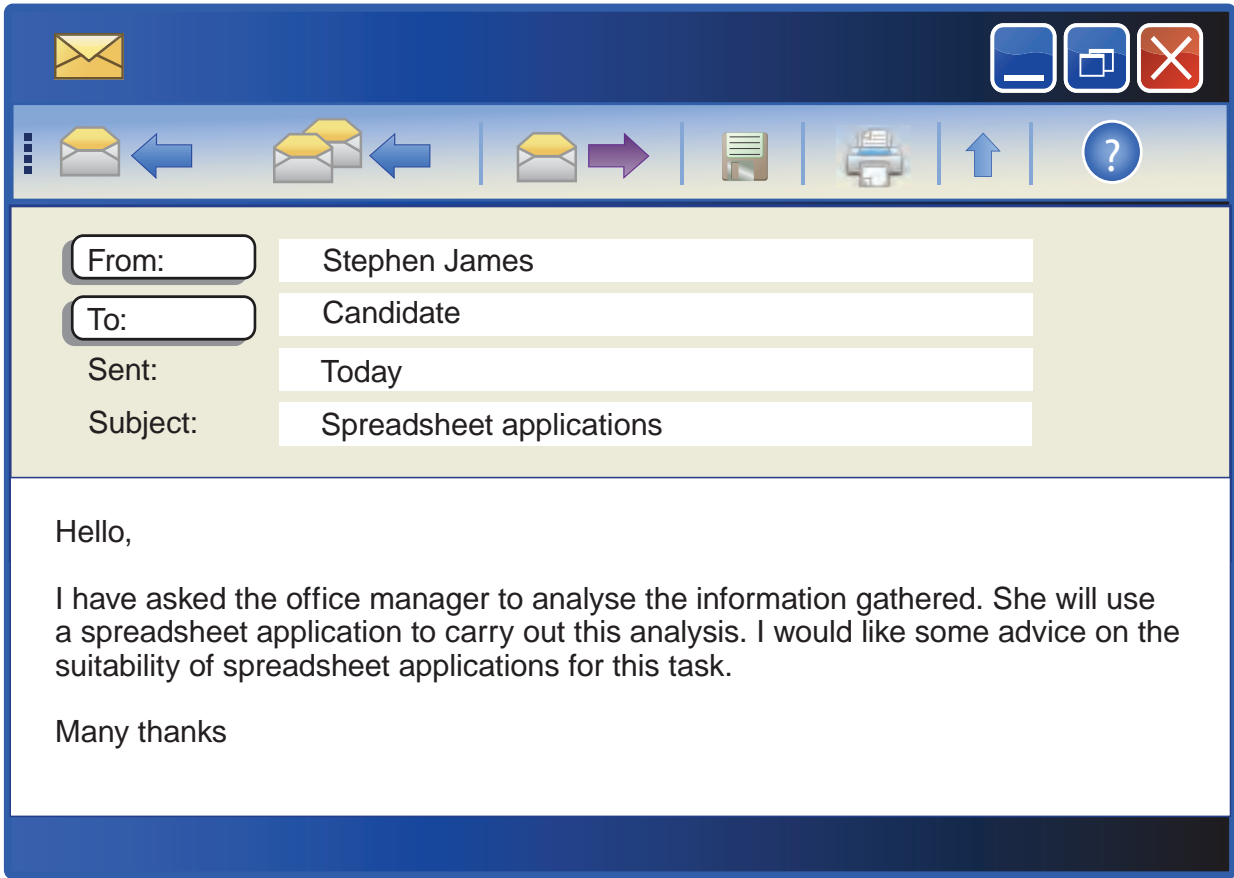
(b) Stephen has decided to use an interview to gather the information. Describe **two** benefits of this method of research. [2]

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2. Describe **two** features or facilities of a spreadsheet application that could be used to analyse the gathered information. [4]

Feature/Facility 1

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Feature/Facility 2

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3.



Describe **two** features or facilities that you would expect to find in a web authoring package.

[4]

Feature/Facility 1

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Feature/Facility 2

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4.



“Hello again. I am pleased that we have received many bookings for the new courses. We need to record these bookings to ensure there is no over-booking. I have been advised that the most efficient way of recording the bookings is to use a database. I would, however, like your advice about databases, especially the features and facilities that our office staff could use.”

Describe **two** features or facilities of a database application that the office staff could use to handle these bookings efficiently. [4]

Feature/Facility 1

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Feature/Facility 2

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5. *Safety First Ltd* must book conference facilities at the hotels for the training courses. The booking process is described below:

Safety First Ltd conference booking process.

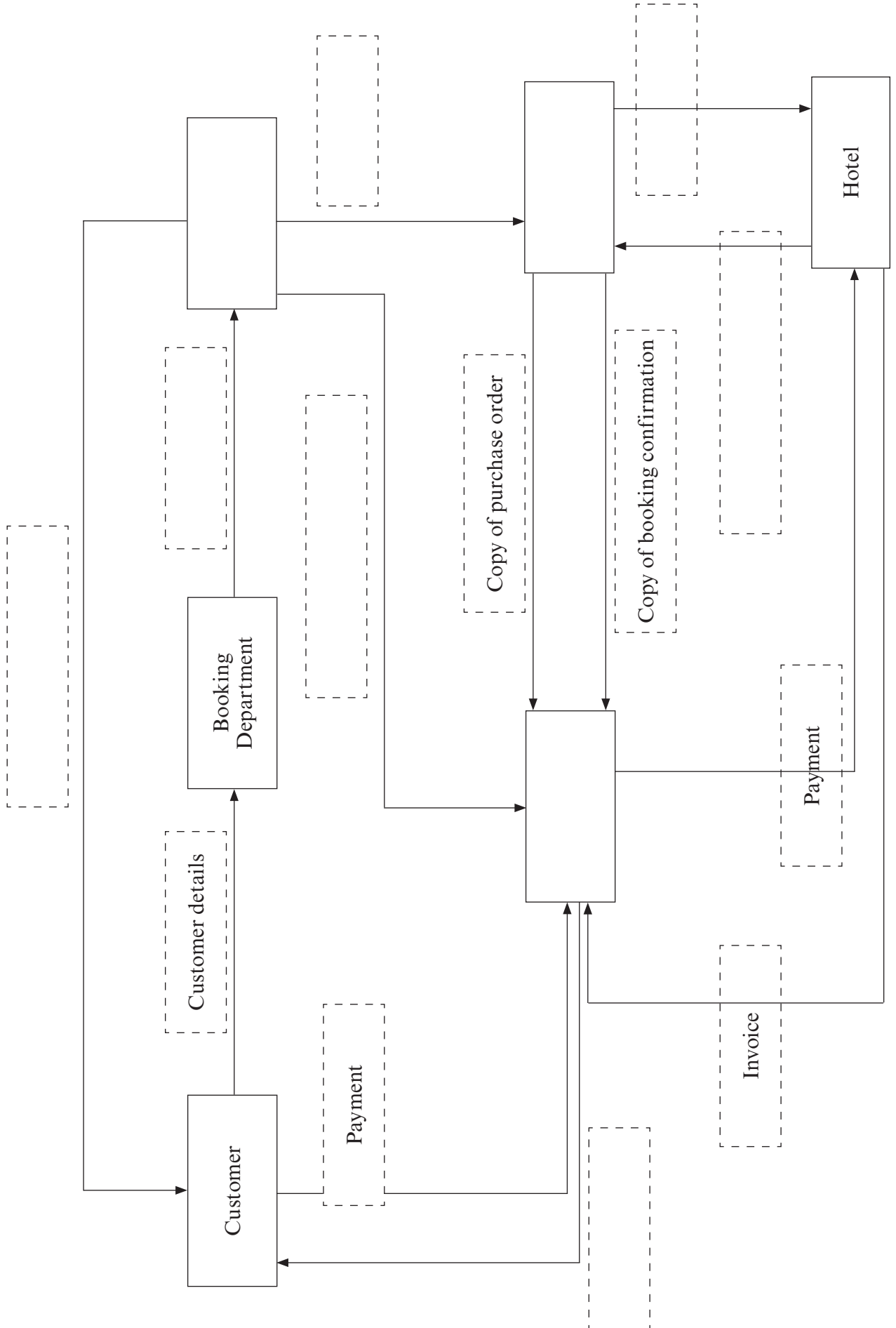
Customers who want to undertake the health and safety training contact the booking department to reserve places on the courses. When sufficient bookings have been received for a course in a particular town or city the booking department sends the customers' details to the administration department. The administration department sends a purchase order request to the purchasing department for a hotel booking. The purchasing department sends a purchase order to the hotel and a copy of the purchase order to the finance department.

The hotel sends a booking confirmation to the purchasing department and an invoice to the finance department. The finance department sends a payment to the hotel and the purchasing department sends a copy of the confirmation to the finance department. The administration department sends a course confirmation to the customer and a copy of the course confirmation to the finance department. The finance department sends an invoice to the customer who sends a payment to the finance department.

Complete the information flow diagram opposite.

[5]

Safety First Ltd Conference booking information flow diagram.



6.



“Hello. New trainers will be employed to run the hotel based courses. They will deliver the health and safety courses and will work from home when preparing presentations and course materials. I am in the process of preparing for a meeting and would like some information about the benefits and disadvantages of working from home.”

(a) Describe the benefits to *Safety First Ltd* of the new trainers working from their own homes.

[2]

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(b) Describe the disadvantages to the new trainers of working from their own homes. [2]

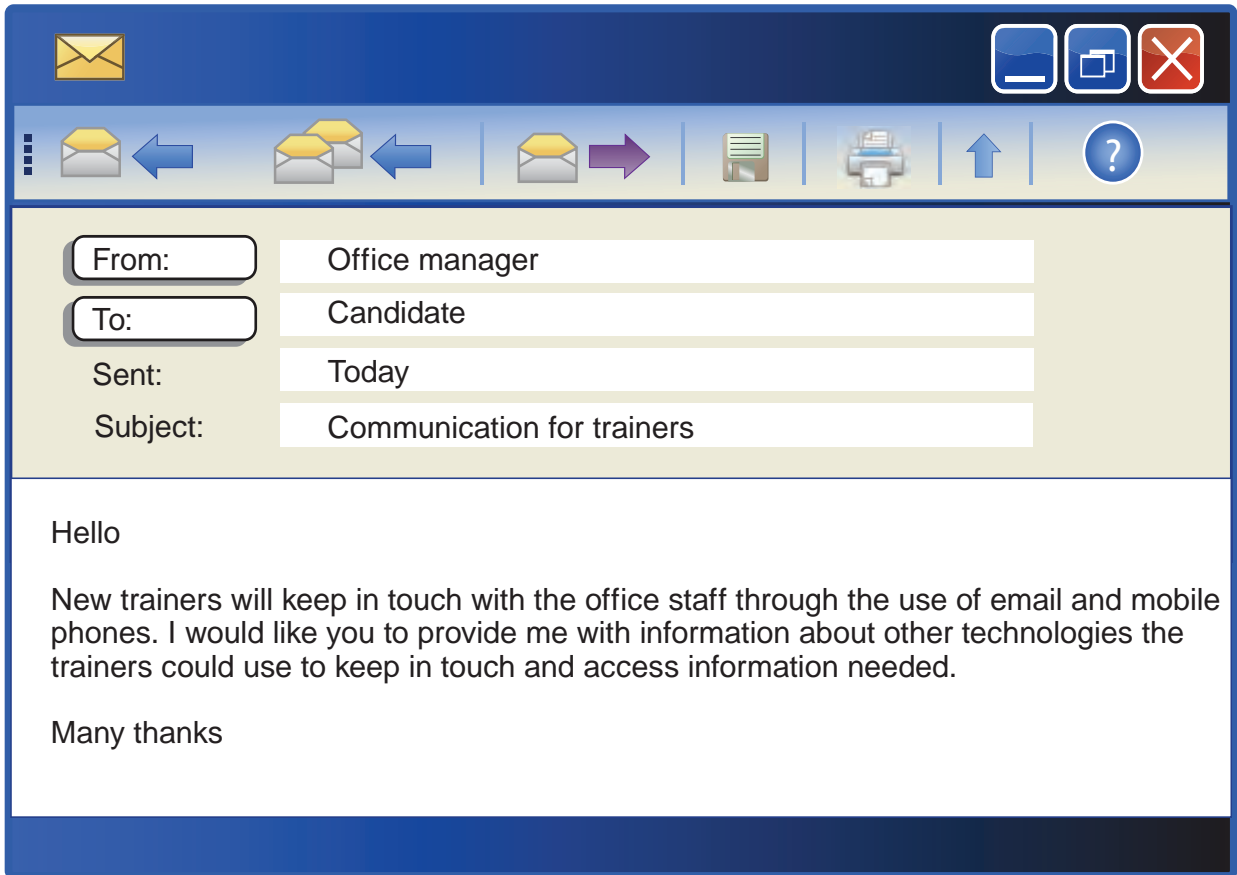
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7.



Describe **two** technologies, other than e-mail and mobile phones, that the trainers could use to keep in touch and access the information that they need. [4]

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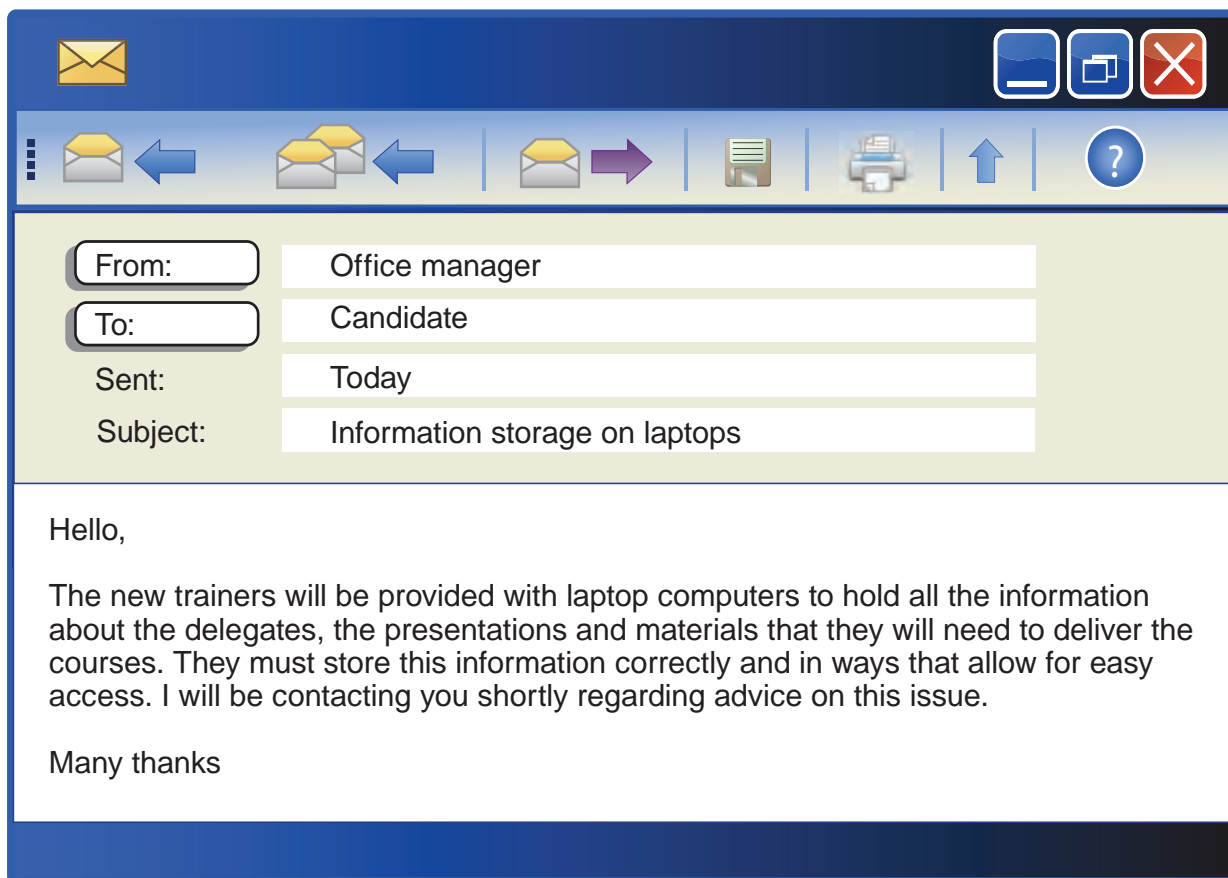
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8.



Describe **two** ways in which the trainers should ensure that the information stored on their laptops is correctly stored and easy to access. [4]

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9. You have received the following voicemail from Stephen James:

“Hello this is Stephen. Safety First is now a large company and I am aware that the information held on our network is vital to the business and must be kept secure. I would like you to prepare some notes for me regarding potential threats to our data and how we can ensure it is secure. Many thanks.”

Describe in detail **two** potential threats to *Safety First Ltd's* data and the simple processes that *Safety First Ltd* could use to ensure that the data is secure. [8]

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