General Certificate of Education
January 2001
Advanced Subsidiary Examination

AQA

ASSESSMENT and
QUALIFICATIONS
ALLIANCE

INFORMATION AND COMMUNICATION TECHNOLOGY   ICT1

Monday 15 January 2001 Morning Session

In addition to this paper you will require:
    a 16-page answer book.

Time allowed: 1 hour 45 minutes

Instructions
- Use blue or black ink or ball-point pen. Pencil should only be used for drawing.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA.
  The *Paper Reference* is ICT1.
- Answer **all** questions.

Information
- The maximum mark for this paper is 69.
- Mark allocations are shown in brackets.
- You are reminded of the need for good English and clear presentation in your answers.

Answer **all** questions

1 Three components of an Information Processing System are *input, processing* and *output*. State what is meant by:

   input
   processing
   output

and give an example of each one. *(6 marks)*

2 When incorrect bills are sent to customers, an organisation often gives the reason as "The computer got it wrong". Using an example, give a more likely explanation. *(4 marks)*

3 A company is recruiting a new member of staff for their IT support desk. The head of personnel asks the manager of the support desk what personal qualities the new employee must have in order to carry out the job effectively. State, with reasons, **four** personal qualities that the manager would want a new employee to have. *(8 marks)*

4 State **three** factors that affect the value and importance of information. Give an example that shows clearly how each factor affects the information's value. *(6 marks)*

5 When buying a new house through a large estate agency, customers are asked if they object to the data they are giving to the estate agent being passed on to other companies.

   (a) Explain why the estate agent must ask this question. *(2 marks)*

   (b) State, with an example, what the estate agent could do with the customers' details if they give permission for them to be passed on. *(2 marks)*

6 The use of e-mail has increased dramatically over the last five years. This has improved communications both internally within a company, and externally between companies and their suppliers and customers. Describe the facilities of an e-mail software package that you would use to carry out the following tasks efficiently.

    (a) Pass on an e-mail message that you have received, in error, from a customer to the sales manager.

(2 marks)

    (b) Inform a group of staff about the time and date of a meeting. *(2 marks)*

    (c) Send designs of a new product to the manufacturing department. *(2 marks)*

    (d) Send an important and urgent message to a supplier. *(2 marks)*

7 A school wishes to allow its students unrestricted access to the Internet for research work during their lunchtimes. The headteacher is concerned that this might cause problems.

State **two** problems that the headteacher might be concerned about, and for **each** one explain a measure that could be taken to prevent the problem. *(6 marks)*

8 (a) State **five** of the principles of the 1998 Data Protection Act. *(5 marks)*

    (b) Describe **two** exemptions to the 1998 Data Protection Act. *(4 marks)*

9 Describe **three** features of poorly designed software that can cause stress or other health problems to a user. *(6 marks)*

TURN OVER FOR THE NEXT QUESTION

Turn over ▶

10 The use of Information and Communication Technology (ICT) has brought benefits to a number of areas.

For **each** of the following, state a use of ICT, and describe the benefit that can be gained. Your examples must be different in each case.

   (a) Education

   (b) Health

   (c) The home

   (d) Offices

   (e) Manufacturing companies

   (f) Police   *(12 marks)*

END OF QUESTIONS