

General Certificate of Education  
June 2001  
Advanced Subsidiary Examination



**INFORMATION AND COMMUNICATION TECHNOLOGY      ICT1**

Tuesday 22 May 2001      Morning Session

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

Time allowed: 1 hour 45 minutes

**Instructions**

- Use a 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 74.
- 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 Explain what is meant by Information and Communication Technology. *(3 marks)*
- 2 The expression “Garbage in, garbage out”, or “GIGO”, is often used in connection with information processing systems.
- Explain, using an example, what is meant by this expression. *(4 marks)*
- 3 A travel firm arranging package holidays in Spain for the 2001 season uses data obtained from a survey of their customers’ favourite holiday resorts in 1997. Explain
- (a) why the data from 1997 might not be suitable for use to predict the requirements for 2001,
- (b) what the effect on the company might be if it used the 1997 data. *(4 marks)*
- 4 Mrs Jones has bought a book on gardening from a book company on the World Wide Web. She has now started to receive e-mails about garden furniture, and plant catalogues through the post.
- (a) Explain why Mrs Jones has started to receive the e-mails and the catalogues. *(2 marks)*
- (b) Some people are worried about ordering goods using credit cards over the Internet. Explain what can be done by the book company to prevent credit card details being misused. *(2 marks)*
- 5 A supermarket chain operates an automatic ordering system between the stores and a central warehouse.
- (a) State **two** advantages for the store of using an automatic system. *(2 marks)*
- (b) Explain **one** advantage for the supermarket’s customers of the store using an automatic stock control system. *(2 marks)*

- 
- 6 (a) *Browsers* and *search engines* are two items that are associated with the use of the Internet. Explain what is meant by:
- (i) a browser (2 marks)
  - (ii) a search engine. (2 marks)
- (b) In order to use the Internet, the owner of a PC at home normally needs to register with an Internet Service Provider (ISP). State **two** services, in addition to e-mail, that an ISP could provide. (2 marks)
- (c) Changes in technology now mean that it is no longer necessary to have a PC to be able to use some Internet services. Give **two** devices that can be used instead. (2 marks)
- (d) Explain why it is possible to send e-mail successfully to someone who has not got his or her PC switched on. (2 marks)
- 7 (a) Describe what is meant by a software licensing agreement. (2 marks)
- (b) Mr Patel has a single user software licensing agreement for a word processing package which specifies that there must only be one copy in use at any one time.
- Would he be guilty of breaking the agreement if he installed the package on his laptop PC, as well as on his stand-alone PC at work. Explain your answer. (2 marks)
- (c) A college network has a server and 20 stations. What type of licensing agreement would be suitable for a word processing package that may be used at the same time on all 20 stations? (2 marks)
- (d) Breaking the licensing agreement is one type of offence that a computer user can commit. Some other offences are covered by the Computer Misuse Act.
- Explain, using examples, level 1, 2 and 3 offences under the Computer Misuse Act. (9 marks)
- 8 An advertisement for an IT support worker to join the PC support team in a company specifies that the applicant must be “willing to work flexible hours, be able to communicate well orally, have good written skills and get on well with a wide variety of people”.
- Explain, giving examples, why **each** of these characteristics is important for someone working in such a role. (8 marks)

**TURN OVER FOR THE NEXT QUESTION**

**Turn over ►**

- 
- 9** Poorly designed computer workstations can lead to health problems. State **three** features of a well-designed workstation, and for **each** one state the health hazard that will be prevented. *(6 marks)*
- 10** (a) State why an organisation must apply for entry on to the Data Protection Register. *(1 mark)*
- (b) State **three** items of information that must be provided by the data user about the data that is to be stored. *(3 marks)*
- 11** Explain, with reasons, **two** levels of access that could be given to different categories of users of an on-line stock control system. *(4 marks)*
- 12** A firm of engineers in the United Kingdom has been given the task of designing a new building in Australia. As one of their methods of communicating with their clients, it has been suggested that the company uses videoconferencing.
- (a) Explain what is meant by the term videoconferencing. *(4 marks)*
- (b) Give **two** advantages and **two** disadvantages to a company of using this approach as compared with non-ICT methods. *(4 marks)*

**END OF QUESTIONS**