

General Certificate of Education  
June 2005  
Advanced Subsidiary Examination



**INFORMATION AND COMMUNICATION TECHNOLOGY    ICT1**  
**Unit 1 Information: Nature, Role and Context**

Thursday 9 June 2005    Afternoon Session

**In addition to this paper you will require:**  
a 12-page answer book.

Time allowed: 1 hour 30 minutes

**Instructions**

- Use a blue or black ink or ball-point pen. Use pencil only 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 60.
- Mark allocations are shown in brackets.
- The use of brand names in your answers will **not** gain credit.
- You are reminded of the need for good English and clear presentation in your answers.

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Answer **all** questions.

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1 Explain, using examples, the following terms as they are applied within ICT:

- (a) data; *(2 marks)*
- (b) information; *(2 marks)*
- (c) knowledge. *(2 marks)*

2 When Mrs Brown received her gas bill she found that it was for £10 000, which she knew was not correct. When she telephoned the gas company to complain, the explanation she received was that, “The computer had got it wrong.”

Describe a more likely explanation. *(3 marks)*

3 Professionals involved with ICT systems often have to work with people who have little, or no, understanding of the ICT systems that they are using.

State **two** personal qualities that ICT professionals should have that will enable them to help such people effectively, and give an example of when each quality would be needed. *(4 marks)*

4 Mr Patel has bought a DVD on fishing from a company on the Internet. He has now started to receive e-mails about fishing holidays, and is receiving fishing equipment catalogues through the post.

- (a) Explain why Mr Patel has started to receive the e-mails and the catalogues. *(2 marks)*
- (b) State what most people are likely to be worried about when ordering goods using credit cards over the Internet. *(1 mark)*
- (c) Describe **two** measures that a company can take to help give customers confidence in using their on-line facilities. *(4 marks)*
- (d) Describe **two** advantages to a company of selling its goods on-line. *(4 marks)*

5 Many organisations have adopted e-mail as a method of communication only to find that it can have disadvantages, such as the risk of contracting viruses.

Describe **three** other disadvantages of the use of e-mail for business communication. *(6 marks)*

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6 A student at a college is using the Internet to carry out research for an essay that she is writing.

(a) Describe how she can access a website when:

(i) she knows the Uniform Resource Locator (URL) or address; (2 marks)

(ii) she does not know the URL or address. (2 marks)

(b) Describe **two** concerns that the student might have about the information that she obtains from the Internet. (4 marks)

(c) The student has been told that she must provide the details of all the websites that she has used when writing her essay.

State **one** detail about each website she has used that she should provide, and explain why it is necessary. (2 marks)

7 Information Systems need to be protected from both internal and external threats.

(a) Explain, using examples, the differences between an internal and an external threat to an Information System. (4 marks)

(b) Describe **one** measure that a company can take to protect its Information System from:

(i) internal threats; (2 marks)

(ii) external threats. (2 marks)

8 A clerk working in the accounts department of a large company spends all day entering employee timesheet data into the company's payroll system. The clerk uses a terminal linked to the company's main computer.

To ensure the health and safety of the clerk, state, with reasons:

(a) **two** work practice procedures that the company could introduce; (4 marks)

(b) **two** design features that the workstation the clerk uses should have; (4 marks)

(c) **two** design features that the software the clerk uses should have. (4 marks)

**END OF QUESTIONS**

**THERE ARE NO QUESTIONS PRINTED ON THIS PAGE**