

General Certificate of Education
January 2007
Advanced Level Examination



INFORMATION AND COMMUNICATION TECHNOLOGY ICT4
Unit 4 Information Systems within Organisations

Wednesday 24 January 2007 9.00 am to 11.00 am

For this paper you must have:

- a 16 page answer book.

Time allowed: 2 hours

Instructions

- Use blue or black ink or ball-point pen.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is ICT4.
- Answer **all** questions.
- Do all rough work in your answer book. Cross through any work you do not want to be marked.

Information

- The maximum mark for this paper is 90.
- The marks for questions are shown in brackets.
- You will **not** gain credit for the use of brand names in your answers.
- Question 10 should be answered in continuous prose. In this question you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary, where appropriate.

Answer **all** questions.

1 Information is communicated at three levels within an organisation.

State these **three** levels.

(3 marks)

2 Describe **two** characteristics of an effective ICT team.

(4 marks)

3 Changes in the way an organisation operates may be required when a new or amended information system is introduced. Any changes must be managed.

Give **five** changes that would need managing.

(5 marks)

4 All organisations are advised to have a contingency plan to guide them in case a disaster strikes their computerised operations.

(a) State **three** of the criteria that should be considered when drawing up a contingency plan for recovery after a disaster. (3 marks)

(b) Discuss what should be included in the plan. (6 marks)

5 Most organisations have a Code of Practice for users of their ICT systems.

(a) Explain what is meant by an *ICT Code of Practice*. (3 marks)

(b) Explain why an ICT Code of Practice is required. (2 marks)

(c) Adherence to all legislation is one topic normally covered in an ICT Code of Practice.

State **four** other topics that are normally covered in an ICT Code of Practice. (4 marks)

6 When writing a Corporate Information Systems Strategy for an organisation, various factors have to be taken into account, including the structure of the organisation.

Give **five** other factors that might be considered when writing a Corporate Information Systems Strategy and, for each one, give a reason why it might be considered. (10 marks)

- 7 (a) An engineering company has purchased a design package with a licence agreement that allows up to 10 users at any one time. The company computer network has over 100 terminals and an engineer may need to use the design package at any terminal.
- Describe **one** way of installing this package that will ensure the company does not break its licence agreement. (2 marks)
- (b) Describe **two** actions that the company could take to discourage or prevent the installation of unauthorised software on its network. (4 marks)
- 8 A company uses an Information System to keep records of sales, and to produce reports for its sales staff and for its board of directors.
- (a) Describe **two** differences between the information needed by sales staff in their day-to-day work, and by the board of directors in their quarterly meetings. (4 marks)
- (b) Describe, using a different example for each one, **three** characteristics of good quality information that might be produced by this Information System. (9 marks)
- 9 A software house has produced a specialist package for the insurance industry.
- (a) Name and describe **four** methods, which the software house could offer, of providing training for the users of this package. (8 marks)
- (b) Give **three** methods, which the software house could offer, of providing support for the users of this package. (3 marks)
- 10 The development of an effective new information system, and its successful introduction into an organisation, can be due to a combination of factors such as formal development methods and teamwork.

Discuss these factors, paying particular attention to:

- the possible methods of acquiring, developing and implementing a new information system
- the people involved in the development
- the role of the organisation's management in the development and introduction of a new system.

The quality of written communication will be assessed in your answer. (20 marks)

END OF QUESTIONS

There are no questions printed on this page