



General Certificate of Education

Information and Communication Technology 6521

Unit 4 Information Systems within Organisations

Mark Scheme

2007 examination – June series

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

Further copies of this Mark Scheme are available to download from the AQA Website: www.aqa.org.uk

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GENERAL GUIDANCE NOTES FOR EXAMINERS

Overall guidelines

1. All examples accepted should be clearly related to the subject area and should not be “generalised” examples.
2. Attention should be paid to ensure that marks are not awarded for simple restating of the question or the stem, often involving the exact same terms.
3. The answers should be providing evidence of more than “man in the street” knowledge of ICT.
4. It should be remembered that scripts could be seen after they are marked and so consistency of approach and correct mechanics of marking are essential.
5. Rules on positioning of ticks and marks are to aid in checking and remarking of scripts.
6. Do not expect the candidate to use the exact wording given in the mark scheme. If you are in doubt as to the correctness of an answer given by the candidate, consult your Team Leader.
7. The answers given in the mark scheme are exemplars. Credit must be given for other correct answers not given in the mark scheme. Please refer to Team Leaders where there is any doubt.
8. One-word answers, where acceptable, will be indicated on the question paper.
9. Where a mark is only available if there is a previous correct response, i.e. a dependent mark, then this will be indicated on the mark scheme.
10. The meaning of ICT-specific words and phrases are as defined by *A Glossary of Computing Terms* (current edition) by the British Computer Society.

Specific marking guidelines

11. The basic rule is one mark, one tick. The tick is to be positioned at the point where the mark is gained in the answer and definitely **not** in the margin.
12. The only figures in the margin should be sub-totals for parts of questions and a final ringed total for a whole question.
13. Where questions are divided into parts a, b, c and so on, and a mark is indicated for each on the paper, a mark should be positioned at the end of the appropriate response in the margin.
14. There should in effect be a mark in the margin at every point there is one on the question paper and a number of ringed totals, which relates directly to the number of questions on the paper.
15. Where a question has only one part, the total for that question should be written once and then again and circled. This allows for easy checking that totalling and transcription of marks is correct.
16. All zero values should be crossed through.
17. All blank spaces should be crossed through with a vertical line through the text space – not in the margin.
18. All writing must be marked as read, either by the presence of ticks or by striking through the script with a vertical line.
19. All blank pages must be crossed through.

- 20.** Where candidates have added to their answers later in the script, the total mark should be indicated as including x from Page y. The total mark should be in the position where the answer starts.
- 21.** The use of the following symbols/signs is acceptable:
- a. BOD – where the benefit of the doubt is given for the point the candidate is making. This is generally where poor writing or English is an issue. Its widespread use should be avoided.
 - b. Underlining of subject specific terminology, which is misused or incorrect e.g. encoding rather than encryption, information rather than data.
 - c. Underlining can also be used to highlight clearly incorrect statements or the use of a generalised phrase such as quicker, user friendly and so on.
 - d. An omission sign ^ should be used where the candidate has given insufficient information to gain a mark. This is particularly useful when a teacher or student looks at scripts against a mark scheme.
 - e. It may be appropriate to indicate where the same point has been covered more than once by an arrow or where a point has been covered in several lines of prose by the use of brackets.
 - f. The use of letters associated with ticks **may** be used to indicate different areas being marked in a question, particularly to indicate the different bullet points in an essay. **THIS WILL BE OUTLINED AT STANDARDISATION.**
- 22. NO** other symbols or comments should be used.
- 23.** Markers are responsible for checking
- a. The transposition of marks to the front sheet
 - b. That all work has been marked on each script
 - c. That all marks for individual questions are totalled correctly
 - d. That the script total is transferred to the box at the top right of the script.
 - e. That they **clearly** initial the script, under the total at the top right, so it is possible for the Principal Examiner to identify each markers work.

Information Systems within Organisations / Unit 4

Examiners: the answers given in this mark scheme are exemplars. Credit must be given for other correct answers not given in the mark scheme. Please refer to Team Leaders where there is any doubt.

1	<p>13.2 MIS</p> <p><i>What is a Management Information System?</i></p>	<i>(3 marks)</i>
	<p>Any 3 x 1</p> <ul style="list-style-type: none"> • a system to convert data from internal and external sources into information (1) • communicated in an appropriate/understandable form (1) • for use by managers at different levels (1) • to use the information produced (1) • to enable them to make effective decisions/ for control/planning purposes (1) 	
2	<p>13.6 Legislation</p> <p><i>Name three items of ICT-related legislation that could impact on procedures within organisations.</i></p>	<i>(3 marks)</i>
	<p>Any 3 x 1</p> <ul style="list-style-type: none"> • Data protection legislation • Freedom of Information legislation • Computer misuse legislation • Copyright, designs and patents legislation • Health and safety legislation • Software Misuse legislation (NOT Act) 	

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3	<p>13.5 Management of change</p> <p><i>When an organisation introduces a new information system, changes may occur that affect both the organisation and its staff. These changes must be managed.</i></p> <p><i>State four changes that may occur and, for each one, explain a possible effect on either the organisation or its staff.</i></p>	(8 marks)																
<p>1 for area for change (c), 1 for effect (e) to max 4 x (2,1,0)</p>																		
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<p>4</p>	<p>13.7 Training</p> <p><i>A new appointments and records system for patients is being developed for use in a large medical centre.</i></p> <p>(a) <i>Staff employed at the centre will need training in those parts of the system that they will be required to use.</i></p> <p><i>For each of the following individuals working at the medical centre, suggest a method of training that is appropriate to their use of this system, and explain why you have suggested it. Each training method should be different.</i></p> <p>(i) <i>the centre manager</i> (ii) <i>a doctor</i> (iii) <i>an appointments receptionist</i></p> <p>(b) <i>The medical centre is also updating its generic software to a new industry standard.</i></p> <p><i>Describe three methods of support that could be available for the staff at the medical centre.</i></p>	<p><i>(2 marks)</i> <i>(2 marks)</i> <i>(2 marks)</i></p> <p><i>(6 marks)</i></p>
<p>(a)</p>	<p>1 for the method (m) and 1 for saying why it is appropriate (a)</p> <ul style="list-style-type: none"> • On-line tutorials/internet (m), + (a) • Step through guide/user training manual (NOT text-book) (m), + (a) • Training course (internal or external) (m) + (a) • CBT using a CD-Rom or Software or DVD-Rom (m), + (a) • Video using VHS or DVD or CD (m) + (a) • One-to-one/on-the-job training (m), +(a) <p>(i) example: External training course by the developer (m) so that the busy Practice manager is not disturbed by day-to-day activities/so the Practice manager can act as the support for the rest of the medical centre staff later on (a)</p> <p>(ii) example: Computer-based-training created by the developers (m) as each Doctor may have different skill levels and different free times from others (a)</p> <p>(iii) example: One-to-one/on-the-job training by the Practice manager (m) who will have been trained by the developers/as they cannot afford for the receptionist to take time off work for training (a)</p>	

(b) 1 for method (m), 1 for description/example/extension (e) to max 3x(2,1,0)

Method (m)	Description/example/expansion (e) <i>Examples only – other expansions are equally valid</i>
(External) Phone line/Help desk	someone technical to guide/help / supplier service
On-site support technician / Help desk	to be on-hand
Call out technician	Contract support that guarantees to come on-site within a set time
User guides/ articles/ utilities/ books/ documentation	people can work at own pace/ have instructions at side/ look it up for themselves
Communications systems/ bulletin boards/ internet site/ intranet (<i>passive</i>)	more able users can help themselves by reading the information
On-line technical help (<i>active</i>)	Get specific queries solved by a technical expert/via e-mail
E-mail updates	Subscribe to service/arrives automatically
Existing User base	Contact by meeting or phone
On-screen help / system help	Type in the problem, gives possible answers

Examiners: the answers given in this mark scheme are exemplars. Credit must be given for other correct answers not given in the mark scheme. Please refer to Team Leaders where there is any doubt.

6	<p>13.9 Code of Practice</p> <p><i>Correct use of company time is one topic that is commonly found in an organisation's ICT Code of Practice.</i></p> <p><i>Name and describe four other topics that might be found in such an ICT Code of Practice.</i></p>	(8 marks)																		
<p>1 for naming the topic (t), 1 for description/extension (e) to max 4 x (2,1,0)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">Topic</th> <th>Example description/extension – accept others</th> </tr> </thead> <tbody> <tr> <td>use of software (or a particular package e.g. email software)</td> <td>not breaching copyright or abusing licence agreements/rules on the use of specific software</td> </tr> <tr> <td>use of data</td> <td>making sure you don't allow anyone else access to the data that you are allowed to see</td> </tr> <tr> <td>use of the internet</td> <td>use for work purposes, not going on inappropriate sites</td> </tr> <tr> <td>use of company hardware</td> <td>not printing unnecessary copies, wasting toner</td> </tr> <tr> <td>authorisation paths/levels</td> <td>having access rights that are job related</td> </tr> <tr> <td>security</td> <td>use of password/ids/physical aspects</td> </tr> <tr> <td>company's implementation of legislation</td> <td>DPA, H&S, etc</td> </tr> <tr> <td>penalties for misdemeanours/disciplinary procedures</td> <td>warnings/ sanctions/dismissal</td> </tr> </tbody> </table> <p>N.B. Not use of company time (in question)</p>			Topic	Example description/extension – accept others	use of software (or a particular package e.g. email software)	not breaching copyright or abusing licence agreements/rules on the use of specific software	use of data	making sure you don't allow anyone else access to the data that you are allowed to see	use of the internet	use for work purposes, not going on inappropriate sites	use of company hardware	not printing unnecessary copies, wasting toner	authorisation paths/levels	having access rights that are job related	security	use of password/ids/physical aspects	company's implementation of legislation	DPA, H&S, etc	penalties for misdemeanours/disciplinary procedures	warnings/ sanctions/dismissal
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7	<p>13.8 ICT teams 13.2 SDLC</p> <p>(a) <i>Explain why ICT projects are often sub-divided into tasks and allocated to teams.</i></p> <p>(b) <i>Within ICT projects, describe the need for:</i></p> <p style="padding-left: 20px;">(i) <i>clear timescales;</i></p> <p style="padding-left: 20px;">(ii) <i>agreed deliverables;</i></p> <p style="padding-left: 20px;">(iii) <i>approval to proceed.</i></p>	<p>(3 marks)</p> <p>(2 marks)</p> <p>(2 marks)</p> <p>(2 marks)</p>
	<p>(a) an answer encompassing any 3 of the following ideas -</p> <ul style="list-style-type: none"> • can be broken into more manageable sub-projects (1) • has smaller managed (1) teams • able to have a balance of skills//allocating ICT task to correct ICT team (1) • makes the project easier to control (1) • makes testing more manageable (1) • able to run non-dependant sub-projects simultaneously (1) • the elapsed timescale would be shorter (1) <p>(b)</p> <p>(i) any 2 from –</p> <ul style="list-style-type: none"> • so that the project can be monitored (1) • using stage end dates/deadlines that are achievable (1) • that both parties have agreed to (1) • so that the project is completed on time (1) <p>(ii) any 2 from –</p> <ul style="list-style-type: none"> • so that the documentation/output (1) • from each stage of the project (1) • has been detailed/planned (1) • and the ICT team know what they have to produce (1) • so that the end user gets what they are expecting (1) <p>(iii) any 2 from –</p> <ul style="list-style-type: none"> • to ensure the user is satisfied with work to date/there are no errors in the system (1) • by getting sign off for a stage from the user/management (1) • giving the go-ahead for the next stage of the project to continue (without errors) (1) 	

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8	<p>13.2 Success or Failure of an MIS</p> <p><i>A newly developed Information System can fail because of a lack of teamwork during its development.</i></p> <p><i>Describe three other factors that might cause the Information System to be unsuccessful.</i></p>	(6 marks)																										
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9	<p>13.4 Information</p> <p><i>When buying concert tickets over the Internet from an on-line booking company, customers access the company's booking and payment systems.</i></p> <p>(a) <i>Within this context, and using a different example for each one, describe four characteristics of good information.</i></p> <p>(b) <i>Good information is vital to both the on-line booking company and its customers. Within this context:</i></p> <p style="padding-left: 40px;">(i) <i>state two benefits to the company of having good information;</i></p> <p style="padding-left: 40px;">(ii) <i>state two benefits to the customers of using a company that has good information.</i></p>	<p>(8 marks)</p> <p>(2 marks)</p> <p>(2 marks)</p>
	<p>(a) 1 for characteristic/description (c), 1 for example (e). Any 4 x (2,1,0)</p> <ul style="list-style-type: none"> • Relevant or description (c) + example (e) e.g. Info about the concert being requested only, not any other • Accurate or description (c) + example (e) • Complete or description (c) + example (e) e.g. date, time, venue etc • Reliable/have User's confidence or description (c) + example (e) • Right person/level or description (c) + example (e) • Right time or description (c) + example (e) • Right detail/Concise or description (c) + example (e) • Correct channel of communication or description (c) + example (e) • Understandable or description (c) + example (e) • Up-to-date or description (c) + example (e) e.g. number of seats available • In right format or description (c) + example (e) <p>NOT – Brief or Correct or On-time or Timely No negative examples, only positive ones</p> <p>(b)</p> <p>(i) Any 2 points made that are valid – examples:</p> <ul style="list-style-type: none"> • means that the organisation will know exactly how many seats are left for a performance/concert (1) • so they can satisfy customer booking requirements (1) • will not be embarrassed by over-bookings (1) • or fraudulent card payments (as can instantly verify payment details before releasing the booking to the on-line customer) (1) • will be competitive with similar on-line booking organisations (1) • customer satisfaction/so will use the site again (1) • can use the statistics/info to make company decisions/ send marketing emails etc • increased business/profits (1) <p>Not “good reputation” on its own.</p>	

	<p>(ii) Any 2 points made that are valid – examples:</p> <ul style="list-style-type: none">• means that the customer knows that their booking will be honoured (1)• that they will see the concert they booked (1)• the price quoted and seat availability is accurate (1)• customer has confidence (1)	
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<p>10</p>	<p>13.6 Security</p> <p><i>The security of both personal data and corporate data that is held in information systems is a major concern for most organisations. As a security consultant you have been asked to write a report for senior management on the subject of data security in information systems.</i></p> <p><i>Your report should cover:</i></p> <ul style="list-style-type: none"> • <i>the risks and threats associated with holding personal and corporate data in information systems</i> • <i>measures that an organisation could use to help prevent security breaches</i> • <i>measures that an organisation could use to detect security breaches</i> • <i>policies and procedures that should be in place for the protection of data in information systems.</i> <p>The quality of written communication will be assessed in your answer.</p>	<p><i>(20 marks)</i></p>
	<p>Continuous prose is expected for this answer. <i>However, a report has been requested, so some element of headings and sectionalising is fine.</i></p> <p>A mark is awarded for a discussion of a topic, not just the words shown below.</p> <p>Expansion or use of relevant example may get a second mark for the same topic.</p> <p>A list of (bulleted) topics will get just 1 mark</p> <p>Up to 5 marks in each of the 4 areas below, plus up to 3 for any generically good points made about security that does not fall under another coding.</p> <p><i>To a maximum content mark of 16.</i></p> <p>Coding:</p> <ul style="list-style-type: none"> R for Risks and Threats S for Security breach Prevention D for Security breach Detection P for Policies & Procedures G for generic points <p><u>Risks & Threats (R)</u></p> <ul style="list-style-type: none"> Natural disasters Industrial espionage Hackers Disgruntled or nosy employees Accidental damage Accidental or deliberate disclosure Deliberate damage e.g. virus, Trojan, logic bomb Risk Analysis 	

	<p><u>Security breach prevention (S)</u> Network access controls Data Access controls Staff responsibilities Staff awareness/training Antivirus software Firewalls Physical security measure e.g. locked doors, biometric measures etc</p> <p><u>Detection of Security Breaches (D)</u> Audit trails Auditing software Network monitoring</p> <p><u>Policies & Procedures (P)</u> Information Systems Security Policy Disaster Recovery Procedure Contingency Plans Back-up procedures Acceptable use policy/Code of Practice</p>	
Quality of Written Communication Marks (Q marks)		
4 marks	The candidate has expressed complex ideas clearly and fluently. Sentences and paragraphs follow on from one another smoothly and logically. Arguments will be consistently relevant and well structured. There will be few, if any, errors of grammar, punctuation and spelling.	
3 marks	The candidate has expressed moderately complex ideas clearly and reasonably fluently through well-linked sentences and paragraphs. Arguments will be generally relevant and well structured. There may be occasional errors of grammar, punctuation and spelling.	
2 marks	The candidate has expressed straightforward ideas clearly, if not always fluently. Sentences and paragraphs may not always be well-connected. Arguments may sometimes stray from the point or be weakly presented. There may be some errors of grammar, punctuation and spelling, but not such as to suggest a weakness in these areas.	
1 mark	The candidate has expressed simple ideas clearly, but may be imprecise and awkward in dealing with complex or subtle concepts. Arguments may be of doubtful relevance or obscurely presented. Errors in grammar, punctuation and spelling may be noticeable and intrusive, suggesting weaknesses in these areas	