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Rewarding Learning

ADVANCED
General Certificate of Education
2009

Information and Communication Technology

Assessment Unit A2 2

assessing

Module 5: Uses of Information Systems

[A2W21]

FRIDAY 15 MAY, MORNING

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number on the Answer Booklet provided.
Answer **all seven** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 90, including a maximum of 4 marks for quality of written communication.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

Answer **all seven** questions.

1 A company uses a data processing system to process sales.

The company develops a Management Information System (MIS).

(a) Explain the difference between a data processing system and a Management
Information System. [4]

(b) Describe **two** limitations of using a Management Information System. [4]

The company wishes to develop an expert system.

(c) Describe the main features of an expert system. [4]

2 **(a)** Describe how each of the following could be used for training the users of a new
information system.

  (i) On-line instruction. [3]

  (ii) A training video. [3]

(b) Describe how each of the following could help a user deal with a particular problem.

  (i) A helpdesk. [3]

  (ii) A user group. [3]

3 The manager of a bookshop uses a spreadsheet for monthly sales figures.

(a) Identify **four** features of a spreadsheet which make it suitable for this purpose. [4]

(b) Describe how the spreadsheet could be used to compare monthly sales figures over a
number of years. [4]

(c) Describe how presentation software could be used to show the sales figures to the Board
of Directors. [4]

4 A supermarket chain uses a decision support system to plan home deliveries.

The decision support system uses internal and external sources of information.

(a) Identify and justify **two** internal sources of information that could be used. [4]

(b) Identify and justify **two** external sources of information that could be used. [4]

(c) Describe how this system might assist decision making at each of the following levels within the supermarket.

    (i) Strategic.

    (ii) Tactical.

    (iii) Operational. [6]

5 Colleges must comply with laws relating to ICT.

(a) Describe the main features of Data Protection Legislation. [5]

(b) Describe the main features of the Computer Misuse Act. [5]

Two colleges form a partnership in order to save costs.

(c) Describe the main implications of the Copyright, Designs and Patents Act for the partnership. [4]

6 A new company is formed from a number of smaller companies, each with its own information system.

The new company decides an information system strategy is required.

(a) Describe the main features of an information system strategy. [5]

(b) Describe the main impact the strategy should have on the new company. [5]

7 Car manufacturers are making increasing use of robots.

By referring to this use of ICT, describe the main impact on each of the following.

(a) Employees working on assembly lines. [4]

(b) Managers responsible for quality control. [4]

(c) Customers. [4]