



Rewarding Learning

ADVANCED
General Certificate of Education
January 2010

Information and Communication Technology

Assessment Unit A2 2

assessing

Module 5: Uses of Information Systems

[A2W21]



A2W21

WEDNESDAY 27 JANUARY, AFTERNOON

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 designer wishes to demonstrate the latest fashion range to an audience using a slide show.
- (a) Describe how the designer could use presentation software **in this case**. [8]
- (b) Apart from personnel costs, describe **two** other ICT costs involved in producing information. [4]
- 2** It is important that an organisation backs up its data files.
- (a) Describe the main features of an incremental backup. [4]
- (b) Name and describe a suitable backup method for a real time application. [4]
- 3** A bank uses a decision support system (DSS) to process loan applications from customers.
- (a) Describe the main features of a typical DSS. [4]
- Both internal and external sources of information are used.
- (b) Identify **two** internal sources of information the bank might use. [2]
- (c) Identify **two** external sources of information the bank might use. [2]
- (d) Describe how an expert system could be created to process these applications. [6]

- 4 Companies must comply with ICT legislation.
- (a) Identify **six** principles of the Data Protection Act. [6]
 - (b) Describe **two** limitations of the Data Protection Act. [4]
 - (c) Name and describe the main features of **two** other laws relating to ICT. [8]
- 5 Each department of a large organisation has its own information system.
Managers complain that the quality of information within the organisation is poor.
- (a) Describe **three** factors which can lead to poor quality information. [6]
- The organisation draws up an information system strategy.
- (b) Describe the main contents of an information system strategy. [6]
 - (c) Explain why the organisation should review its strategy on a regular basis. [2]
- 6 When an organisation obtains a new information system, user documentation is provided.
- (a) Describe **three** different ways in which user documentation can be used. [6]
 - (b) Name and describe one other type of documentation. [4]
- 7 An information system can be developed using the waterfall model or by prototyping.
- (a) Describe the main features of the waterfall method. [4]
 - (b) Explain the role of the end user in the waterfall method. [2]
 - (c) Describe **two** reasons why prototyping might be preferred. [4]

