MARK SCHEME for the May/June 2011 question paper

for the guidance of teachers

9713 APPLIED ICT

9713/11

Paper 1 (Written A), maximum raw mark 80

This mark scheme is published as an aid to teachers and candidates, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began, which would have considered the acceptability of alternative answers.

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- **1 (a)** A Valve (1)
 - B Evaporating unit (1)
 - C Compressor (1)
 - D Condensing unit (1)

[4]

(b) Five from:

The system controls the amount of heat being let out of the system

The valve is controlled by microprocessor to reduce or increase the flow of refrigerant Microprocessor compares the pressure of the refrigerant to the preset value

If pressure of refrigerant is above preset value microprocessor opens valve wider

If pressure of refrigerant is below preset value microprocessor makes valve opening narrower

Touch screen is used to input the required temperature

Microprocessor compares the temperature of the room to the preset value

If temperature of the room is above the pre-set value the fans remain on/are switched on by the microprocessor or microprocessor increases their speed

If temperature of the room is below the pre-set value the fans remain/switched off by the microprocessor [5]

2 (a) Eight from:

Observation

Advantage – observing teachers' lessons enables the systems analyst to see the process as a whole

Disadvantage - explanation of the 'Hawthorne effect'

Interviews

Advantage – interviewer can move away from their 'script' and ask a more in-depth question if a particular response is given/can interpret body language

Disadvantage – **One** from:

network manager and teachers have to be available at the time the systems analyst wants to interview them/may not have the time/can take a long time to interview all the teachers

interviewees might try and provide answers which they think the interviewer wants to hear

Questionnaire

Advantage - One from:

can be anonymous and answers tend to be, on the whole, more accurate

everyone can complete the questionnaire at the same time instead of one after the other (as with interviews)/can complete it at their leisure

Disadvantage – it is very difficult to ask further questions based on the response to another question

Examining documents

Advantage – helps to identify the inputs and outputs of the system/volume of data can be determined/processing can be deduced

Disadvantage - can take a long time to collate documents

[8]

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(b) Three matched pairs from:

The required outputs, storage and processing requirements were known using the data flow diagrams

The requirements helped to identify the type of input and output devices

The terminators and flow arrows in the DFD showed the volume of input data Knowing the volume of input data allowed her to decide on an appropriate method of input to the system

Observing the processes in a lesson gave her an idea about the size and speed of the processor required

Observing the processes gave her an idea of the types of software required

The results of examining documents would be recorded on DFDs The stores in the DFD show the volume of data in the system Knowing the volume of data would have helped identify the size and number of storage devices

Terminators and flow arrows out of the system indicate the quantity/format of the output knowing the volume of output will help to identify an appropriate method of output from the system

User requirements would be known using interview transcripts/completed questionnaires knowing the user requirements helped to identify appropriate input/output devices/software

[6]

3 Four from:

Use of computers as learning resource/teachers can use email to send resources to students/can put them on the school intranet Does not replace the teacher Part of an integrated approach to teaching Learning technology is only part of whole approach Should be integrated with text books, worksheets Teacher is still in control/takes responsibility for where learning will go Students investigate and research using computers Use of DVDs/interactive whiteboards/(multimedia/overhead) projectors/televisions Sometimes use overlay keyboards [4]

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4 Four from:

Uses critical path method/Gantt/PERT charts finding optimum time to be spent on individual stages

PERT charts specifies the order in which tasks are completed

Critical path specifies the order in which tasks must be completed

Gantt charts help to show progress of individual tasks

Software helps identify progress made in each task

Software helps with daily and weekly planning

Identifying progress/lack of progress helps with planning future tasks

Some tasks can be done in parallel such as developing software and installing hardware, installing network cabling

Other tasks must be done in sequence such as installing hardware, installing software, testing network [4]

5 (a) Five from:

Access the website Click on My Account/Register here Enter email address Confirm email address by entering it again Enter address/postcode Enter name Enter name Enter in contact details Enter your choice of username Enter your choice of password Enter your answer to chosen security question Confirm password by entering it again Activation process completed by receiving email containing link to click on/on screen recognition (i.e. 'type in this selection of characters') [5]

(b) Three detailed descriptions from:

Phishing – e-mail appear to be from customer's bank ask for customer's details – password, card/account number, other security details e-mail makes up plausible reason includes a website address for customer to go to which looks just like the actual bank's website but is a fake website

Pharming – fraudster redirects genuine website's traffic to own website customer is now sending personal details to fraudster's website

Spyware is downloaded/software used to gather user's personal details Software detects key presses of user logging on to bank site

Hacking – to access/intercept personal information to use personal information against the individual/to commit fraud hacking to spread viruses

[6]

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6	(a)	Two fror	n:				
		Offer wo Offer wo	rkers to go part time rkers job sharing		[2]		
	(b)	Two fror	n:				
		More job Can wor Could be	o opportunities k from home e retrained		[2]		
7	(a)	Four from:					
		Type of database is chosen (flat file/relational) If it is going to be a relational database number of tables is decided upon… …a key field to identify each record …relationships are designed / Entity relationship diagrams are designed					
		Type of a If indexe table o	access is decided on d sequential, index is chosen of indices designed				
		Appropri relatin Field typ such a approp Field len	ate field names are chosen… g to data content of field and unique name e is selected… as text, number, Boolean priate to field contents gths are chosen so that space/memory is not wasted b	out leaves room	for expansion		
		Validatio such a are ch error r Field des which	on rules as range checks, invalid character checks, check digits osen appropriate to field contents nessage(s) designed scriptions are included adequately inform about field contents		[4]		
	(b)	Three fro	om:				
		Wages s Income f Employe Employe	so far this year tax so far this year er insurance contribution so far this year se insurance contribution so far this year				
		Pension	, contributions so far this year		[3]		

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(c) Five from:

Batch processing is used At the end of each pay period... ...transaction file is sorted into same order as master file Sorted on employee number First record in the transaction file is read and first record in the old master file is read Computer calculates the pay Using rate of pay from master file Using hours worked from transaction file Computer calculates the income tax/insurance/pension contributions Computer subtracts these from pay Processed record is written to new master file Payslip printed (to file) Process is repeated until end of old master file Master file is updated Payslips are printed

8 Five from:

A detailed overview of the whole system Data Flow Diagrams/systems flowcharts

... to show the results of systems analysis

What is expected of the system

Overall design decisions

- ... to see the choice of hardware and software
- ... to see the file structure/ input and output formats

Test plan and test results to be reused when systems analyst debugs system systems flowcharts Gives an overall view of solution

Test data/test plans so that systems analyst can see the results of these/test results. [5]

9 Five from:

First-party call control

Allows operator to have a direct connection between their computer and the phone set. Allows the operator's computer to control the functions of the operator's phone.

Third-party call control

Requires a dedicated telephony server to connect the telephone network and the computer network

Operator's phone communicates directly with the server

The server controls all the phones

The server can direct a call to the appropriate operator

Any computer in the system can control any phone

Supervisors can intervene if the call proves too complex for the operator to handle First party is only suitable for small call centres.

[5]

[5]

Third-party call control would be used by Wuhan-Yangtse as it is such a large company/first part control is only used in small scale operations. [1]

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10 (a) Three benefits from:

Don't have to spend so much on air conditioning/heating/renting offices Don't have to pay travelling expenses for conferences (phone conferences will be used) Improved motivation Retention of key staff

Three drawbacks from:

Difficult to keep track of projects/workers/Issa Have to subsidise manager's computers Some companies have management systems and cultures that are not (yet) well adapted to the flexibility Not all tasks are best performed in a self managing environment/workers might not work as effectively without a manager directly overseeing them [6]

(b) Four from:

Participants agree time and date of the conference Issa books phone conference with the phone company for that date Issa is given two PINs by the phone company A personal PIN, the participants' PIN Issa contacts participants and tells them the participant PIN Just before the conference Issa dials the phone number keys in his special PIN Participants phone the same number Participants join the conference by typing in the participant PIN [4]

[1]

All participants need a touchtone phone

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