# MARK SCHEME for the May/June 2011 question paper

# for the guidance of teachers

## 9713 APPLIED ICT

**9713/33**  Paper 3 (Written B), 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.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

- Cambridge will not enter into discussions or correspondence in connection with these mark schemes.

Cambridge is publishing the mark schemes for the May/June 2011 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

**1 (a) (i)** Any **two** points from:
Compatible format for media playing systems/

Playback music files\ability to listen to music files
Data is compressed compared to a CD
Results in 90% compression/- reducing file size/additional storage
NOT any comment on quality [2]

**(ii)** Any **two** points from:
Enables music to be transferred to from the HMC (note to markers include playing or recording)
Upload firmware upgrades
Linking to other hardware [2]

**(iii)** Any **two** points from:
SD is used to record programmes on DAB radio
Programmes/files can be transferred to music centre
Music on music centre can be recorded onto SD card and transferred to mobile phone
Additional storage device [2]

**(b)** Any **four** from:
Computer dials a telephone number from a list selected people/randomly
System displays details of interviewee
Interviewee asked a question from a script
Response recorded on operator's screen
Script software decides on next question
Record stored
Responses analysed [4]

**(c)** Any **three** points from
Because questions are multiple choice can be directly input into computer system
Requiring no human interpretation
Results stored in a database/spreadsheet
Filters can be applied to select interviewees e.g. by age group/gender
Results presented as report/graph [3]

**2 (a)** Any **three** points from
  Company inputs predicted costs/values as data
  Model outputs production costs/staff required
  Profit prediction made
  System values are adjusted-'what if' scenario
  Use of goal-seek/break even point
  Costs of individual parts are totalled                                                    [3]


**(b)** Any **three** points from:
  Cost of materials
  Cost of manufacturing
  Projected sales figures
  Estimated selling price of system
  Projected economic conditions
  Profit margin required
  Variable to adjust for break even calculation                                             [3]


**(c)** Use of any **four** of the following:
  Milestones identified
  …such as selection of hardware components
  Time required for each stage set
  Project broken into smaller tasks
  Tasks that can run in parallel identified
  …such as write software and design casing
  Tasks dependent upon previous ones identified
  …e.g. cannot determine software until hardware decided
  % Progress reported week by week
  Alarms if task is late/ reminder when task due to finish or start
  Critical path identified through whole project
  Allocate resources
  Identify workloads
  GANTT chart illustrating project
  Use of PERT
  Event chain diagrams                                                                      [4]

www.XtremePapers.net

3 (a) Any **four** points from:
Intranets provide secure local email
Intranets enable employees to co-ordinate activities
e.g. book video conference suite/arrange a meeting through seeing one another's diaries
Intranet provides fast access to company data
Hold company templates
Hold company specific information secure from the general public
Forums can be set up for discussion of confidential matters
Provides a means of informing employees about news
NOT video conferencing [4]

(b) Any **four** points from:
ID theft
Money taken from personal accounts
Credit card theft when card account number/PIN intercepted
Delete Worries about on-line banking
In reality computer fraud can be prevented by encryption of transmitted data
The probability of being hacked is very low
Phishing or Pharming is a problem
Too easy to be fooled into providing personal details
Keyloggers can be used
Use of personal information
  • To commit criminal acts resulting in blame for individual
  • Purchase of items charged to individual [4]

4 (a) Any **three** points from:
Login boxes/user id and password
Remember my user id
Registration hyperlink for customers to set up Internet banking
Hyperlink to other bank services e.g. loans application
Password reminder facility
FAQ/help
Information about bank's security software
Download link for security software
Warning about phishing
Accessibility options
Indication of security e.g. padlock in browser
Not security question [3]

(b) Any **three** points from:
Device to generate one off code/TAN sent by email
Use of chip and PIN
IP address logging
Security question/letters from a security code (NOT password but memorable data)
Biometric device e.g. face recognition using webcam or fingerprint
Digital certificate
Bank to call back/text message customers [3]

**(c)** Any **three** from:

  **(i)** Virtual Private Network
     Secure means of tunnelling using public network
     Cheaper than creating a private WAN
     Used by staff remotely to access system     [3]

  **(ii)** Voice over Internet Protocol
     Uses Internet/Intranet to carry telephone calls
     Sound input is compressed for transmission
     Requires dedicated software
     Inter-branch/international calls are cheaper than landline calls     [3]

  **(iv)** Proxy server

     Acts as a buffer between a LAN and a WAN/Internet
     Filters requests from users/returned pages
     Uses a cache of requested pages hence reducing time to download a page
     Only requires 1 network link to the Internet
     Enables better management of the usage of the Internet
     Forwards user requests to appropriate server
     Returns web pages requested if allowed
     Stores pages for faster browsing     [3]

**5** Any **eight** points comparing from:
Hardware and software comparison
    e.g. bandwidth, size of screens, costs, dedicated suites
How they are used compared
    e.g. high level directors discussion compared to learning projects in school
Security considerations
    communications requirements
Quality of transmission

Maximum of 6 marks for just one system     [8]

**6** Any **three** points from:
Much faster to reach a decision for bank
Reduced number of bad debts for bank
…gives more accurate advice than a bank employee
    Leading to better customer satisfaction
Reduced staffing required to deal with customer requests
…lowers payroll     [3]

**7** Any **six** points from:
  Population could apply to go on electoral register
  Read local government news
  Log into their local tax records
  Email local government
  Apply for official documents e.g. driving licence or passport
  Search for local government decisions on planning/budgets/policies
  Read a blog from local government
  Look for a job with local government
  Pay tax/bills to local government
  Apply for grants
  Identify members of govt
  Look up maps
  Access details of registered businesses
  Find details of local facilities Opening times of services/schools/tourism/hospitals
  Voting online for local elections
  Submit a tender for a contract
  NOT online shopping except for specific Local Gov items e.g. book to pass the driving test        [6]


**8** **(a)** Any **five** points from:
  ICT components have fallen in price due to improvements in production
  Telecomms cost is also falling
  New smaller processors have produced smaller/cheaper PCs
  Developments in ICT encourages recycling of older equipment that can be used
  Advances in devices enables disabled people to use ICT
  Online shopping enables housebound people freedom of choice
  More/cheaper Computer based training
  Computers provided in public places for people to use
  Open source software has improved for users
  Electric power provided manually- e.g. windup systems
  Broadband is being introduced into more areas/attracting more customers
  Improved telecom links to remote areas e.g. more satellites
  ...more widespread network for mobile phones
  Enables information to be more accessible
  Mobile phone broadband development        [5]


  **(b)** Any **four** from:
  Provide courses in using computers
  Develop CBL courses for self instruction
  Provide trainers to go into villages to run courses
  Purchase low cost systems for the villages
  Prepare written training material for villages
  Provide the necessary telecoms hardware for villages
  Creating forums for self help        [4]

9   Any **eight** points.  Max 5 for bullet points if fail to describe any preventative measures

| problem | prevention |
|---------|-----------|
| unauthorised access to a system | <ul><li>Not very common due to security in place such as firewall</li><li>And encryption will make reading the data even more difficult</li><li>Use of non-dictionary passwords</li><li>Regularly changing password</li><li>Use of access rights to limit users</li></ul> |
| Deliberate sending of malware | <ul><li>Ensure anti-software is kept up to date</li></ul> |
| Phishing | <ul><li>Do not open unknown emails</li><li>use filtering of emails</li></ul> |
| Pharming | <ul><li>Advise users of the risk</li></ul> |
| Cyberbullying | <ul><li>Prevented by education young people</li></ul> |
| Grooming | <ul><li>Prevented by education young people</li></ul> |
| Spam | <ul><li>Use of spam filters</li></ul> |

[8]