

ADVANCED SUBSIDIARY GCE UNIT

G041

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

Unit 2: How Organisations Use ICT

MONDAY 15 JANUARY 2007

Afternoon

Time: 1 hour 30 minutes

Additional materials:

- Pre-release materials and tasks with candidate instructions
- Candidate's pre-prepared materials



Candidate
Name

Centre
Number

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Candidate
Number

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INSTRUCTIONS TO CANDIDATES

- Write your name, Centre number and Candidate number in the boxes above.
- Answer **all** the questions.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- Do **not** write in the bar code.
- Do **not** write outside the box bordering each page.
- WRITE YOUR ANSWER TO EACH QUESTION IN THE SPACE PROVIDED. ANSWERS WRITTEN ELSEWHERE WILL NOT BE MARKED.

FOR EXAMINER'S USE		MAX
Task 2		15
Task 3		15
1		5
2		5
3		4
4		15
5		10
6		11
7		7
8		6
9		7
TOTAL		100

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is 100.
- No marks will be awarded for using brand names of software packages or hardware.

This document consists of **10** printed pages, **2** blank pages and an insert.

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Section A

This section relates to the case study on Keep Fit Sports Centre (KFSC).

1 Administration is one job function within KFSC's main office.

Identify **one** other job function within the main office and describe **four** tasks carried out.

Job function

Task 1

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Task 2

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Task 3

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Task 4

..... [5]

2 Describe the role of the Membership Manager at KFSC.

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..... [5]

- 5 Describe the ICT system used at reception for taking bookings and checking in members. You should include details of the hardware and software used, examples of input data and outputs, and the processes carried out.

Hardware

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Software

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Input data

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.....
.....

Outputs

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.....

Processes

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.....
..... [10]

6 The Shop Manager wants to improve the systems used in the shop.

(a) Explain **one** strength of the systems currently used in the shop.

.....
.....
..... [2]

(b) Explain **two** weaknesses of the systems currently used in the shop.

Weakness 1

.....
.....

Weakness 2

.....
..... [4]

(c) To improve the systems currently used in the shop, the Manager must overcome weaknesses in the current systems.

(i) Explain **one** way the shop systems could be improved.

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..... [2]

(ii) Explain **one** benefit this improvement would bring.

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..... [2]

(iii) Identify **one** problem associated with this improvement that may need to be overcome.

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..... [1]

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Section B

You do not need the case study or your notes to answer these questions.

7 All organisations keep personnel records and these are sometimes linked to training records.

(a) Identify **three** items of information, other than name and address, that are typically held in personnel records.

Item 1

Item 2

Item 3 [3]

(b) Explain how training records might be used.

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..... [4]

8 Most organisations use the Internet and many also use an intranet.

(a) Explain the difference between the Internet and an intranet.

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..... [2]

(b) Describe **one** way an organisation might use the Internet.

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.....
..... [2]

(c) Describe **one** way an organisation might use an intranet.

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..... [2]

9 Technological developments and the increased use of ICT have led to changes in working practices.

(a) Identify **one** possible change in work location.

.....
..... [1]

(b) Explain **one positive** effect of these developments on the social aspects of employees' lives.

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.....
.....
..... [2]

(c) Explain **two negative** effects of these developments on the social aspects of employees' lives.

Effect 1
.....
.....

Effect 2
.....
.....
..... [4]

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