

Candidate forename		Candidate surname	
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Centre number						Candidate number				
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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
ADVANCED SUBSIDIARY GCE**

**G041**

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**How Organisations Use ICT**

**THURSDAY 13 JANUARY 2011: Afternoon**

**DURATION: 1 hour 30 minutes**

**SUITABLE FOR VISUALLY IMPAIRED CANDIDATES**

**Candidates answer on the question paper.**

**OCR SUPPLIED MATERIALS:**

**Instructions for Candidates G041/IC (inserted)**

**OTHER MATERIALS REQUIRED:**

**Candidates pre-prepared materials**

**READ INSTRUCTIONS OVERLEAF**

## **INSTRUCTIONS TO CANDIDATES**

- **Write your name, centre number and candidate number in the boxes on the first page. Please write clearly and in capital letters.**
- **Use black ink. Pencil may be used for graphs and diagrams only.**
- **Read each question carefully. Make sure you know what you have to do before starting your answer.**
- **Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).**
- **Answer ALL the questions.**
- **Attach your pre-prepared material for tasks 1–3.**

## **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.**

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# SECTION A

This section relates to the case study on Progress Plants.

- 1 The Finance and Administration Director is responsible for a number of job functions in the HEAD OFFICE of Progress Plants. One of these is human resources (HR).

Identify ONE OTHER job function that this director is responsible for and describe FOUR tasks carried out. [5]

Job function \_\_\_\_\_

Task 1 \_\_\_\_\_

\_\_\_\_\_

Task 2 \_\_\_\_\_

\_\_\_\_\_

Task 3 \_\_\_\_\_

\_\_\_\_\_

Task 4 \_\_\_\_\_

\_\_\_\_\_



**3 Explain how a garden centre links into the overall organisational structure of Progress Plants. [2]**

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**4 Mail order is an important process within Progress Plants.**

**(a) (i) Identify TWO items of information about plants that are entered by the mail order clerk. [2]**

**Item 1** \_\_\_\_\_

**Item 2** \_\_\_\_\_

**(ii) Identify the method used to enter THESE items of information. [1]**

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**(b) Describe how information about an existing customer is displayed. [2]**

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**(c) Describe the PROCESSING and CALCULATIONS carried out to process the order when payment is by cheque. [4]**

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**(d) The mail order system produces separate delivery notes for plants and non-plant items, along with address labels.**

**Identify and describe the ONLY other output from the system when a customer pays by credit card.**

**[4]**

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**5 An ICT system is used in the WAREHOUSE.**

**Describe ONE example of each of the following for this system:**

**(i) hardware [2]**

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**(ii) software [2]**

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**(iii) input data [2]**

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**(iv) processing [2]**

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**(v) outputs [2]**

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**6 Progress Plants runs a mail order operation by sending out catalogues and receiving orders by post.**

**(a) Explain ONE strength of the current mail order methods. [2]**

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**(b) Explain ONE weakness of the current mail order methods. [2]**

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**(c) (i) Explain ONE possible improvement to the mail order operation. [2]**

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**(ii) Explain ONE benefit this improvement would bring to Progress Plants. [2]**

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**(iii) Explain ONE disadvantage of introducing this improvement for Progress Plants. [2]**

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**7 Progress Plants keeps a database of customers' details on the head office server.**

**(a) Which piece of legislation governs the storage and processing of this data? [1]**

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**(b) One requirement of this legislation is that Progress Plants must apply to the Information Commissioner to be added to the register of organisations that store and process personal data.**

**Describe the information that Progress Plants must provide for the Information Commissioner.**

**[4]**

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## **SECTION B**

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

**8 Most schools and colleges are examples of public service organisations.**

**(a) Describe what is meant by a public service organisation. [2]**

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**(b) Give TWO other examples of public service organisations. [2]**

**Example 1** \_\_\_\_\_

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**Example 2** \_\_\_\_\_

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**(c) Give ONE example of a type of commercial organisation and describe the service it provides.** [3]

**Type of organisation** \_\_\_\_\_

\_\_\_\_\_

**Service** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**9 All large organisations will have a personnel system that is maintained by the human resources (HR) function.**

**(a) What type of software will be used by the personnel system? [1]**

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**(b) It is quite possible in a large organisation that there will be more than one employee with the same name.**

**How will each employee be uniquely identified within the personnel system? [1]**

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**(c) Identify FOUR items of information, other than name and address, that would be stored for each employee. [4]**

**Item 1** \_\_\_\_\_

**Item 2** \_\_\_\_\_

**Item 3** \_\_\_\_\_

**Item 4** \_\_\_\_\_

**(d) What document might be used to obtain information about a new employee for their personnel record? [1]**

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**(e) Use an example to explain why it is important that information stored about personnel is accurate.**

**[3]**

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**10 Describe the possible roles of the distribution function within a large organisation that manufactures and sells goods. [3]**

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