

General Certificate of Education
January 2003
Advanced Subsidiary Examination



INFORMATION AND COMMUNICATION TECHNOLOGY ICT1
Unit 1 Information: Nature, Role and Context

Tuesday 14 January 2003 Afternoon Session

In addition to this paper you will require:
a 12-page answer book.

Time allowed: 1 hour 30 minutes

Instructions

- Use a blue or black ink or ball-point pen. Use pencil only for drawing.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is ICT1.
- Answer **all** questions.

Information

- The maximum mark for this paper is 60.
- Mark allocations are shown in brackets.
- The use of brand names in your answers will **not** gain credit.
- You are reminded of the need for good English and clear presentation in your answers.

Answer **all** questions.

1 Explain what is meant by the term *Information and Communication Technology*. (3 marks)

2 With the aid of suitable examples, distinguish between data and information. (4 marks)

3 An opticians keeps records in a database of all its customers who have had eye tests. Eye test reminders are sent out to customers when they are due. Customers who do not make appointments after two reminders have been sent out have their details deleted from the database.

Describe **two** possible reasons why these customer details are deleted from the database. (4 marks)

4 You have been asked to write a job description for a vacancy on a software company's help desk team.

State, giving a reason for each one, **two** personal qualities that are relevant to the job, which you would ask for in the description. (4 marks)

5 A reporter on a newspaper is using the Internet to carry out research for an article that she is writing.

(a) Describe how she can access a website when:

(i) she knows the Uniform Resource Locator (URL) or address; (2 marks)

(ii) she does not know the URL or address. (2 marks)

(b) Describe, using examples, **two** concerns that the reporter might have about information that has been obtained from the Internet. (4 marks)

6 A company offering security services for ICT systems includes the following quotation in its advertisements, "You are protected against hackers, viruses and worms, but what about the staff in the sales department?"

Describe **three** ways in which a company's own staff can be a weak point in its ICT systems. (6 marks)

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- 7 (a) With reference to the Data Protection Act (1998), describe what is meant by the following terms:
- (i) the Registrar (Information Commissioner); *(2 marks)*
 - (ii) a data subject. *(2 marks)*
- (b) State **three** items of data that a company must include in an entry on the Data Register. *(3 marks)*
- 8 A company provides all new employees with an induction booklet including guidelines for working with ICT.
- State, giving a reason for each one:
- (a) **three** health and safety guidelines; *(6 marks)*
 - (b) **two** guidelines to protect the company's data. *(4 marks)*
- 9 A company sales manager is working away from home and the office for a week.
- Describe **two** ways in which he can use ICT to send data to the office. *(4 marks)*
- 10 A local college has started running its courses on-line.
- Describe:
- (a) **two** advantages to a learner of following an on-line course; *(4 marks)*
 - (b) **one** disadvantage to a learner of following an on-line course; *(2 marks)*
 - (c) **two** advantages to the course organisers, at the college, of providing a course on-line. *(4 marks)*

END OF QUESTIONS