AQA

ASSESSMENT and
QUALIFICATIONS
ALLIANCE

INFORMATION AND COMMUNICATION TECHNOLOGY   **ICT4**
Unit 4 Information Systems within Organisations

Thursday 22 January 2004   9.00 am to 11 am

In addition to this paper you will require:
a 16-page answer book.

Time allowed: 2 hours

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 ICT4.
- Answer **all** questions.

Information
- The maximum mark for this paper is 90.
- 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. Question 9 should be answered in continuous prose. The Quality of Written Communication will be assessed in this answer.

ICT4

Answer **all** questions.

1   Information is used by many people in an organisation, and for different purposes.

Describe **two** ways of classifying information, giving an example of each.   *(6 marks)*

2   A drinks wholesaler is introducing an information system that will change the way in which its operations are run.

Describe **three** factors that will need to be considered by the management when they have to manage these changes.   *(6 marks)*

3   Successful ICT teams have a well-balanced mix of people.

Describe **four** other characteristics of a good ICT team.   *(8 marks)*

4   State, and give an example of, **five** factors that might be considered when producing a corporate information system strategy.   *(10 marks)*

5   A community college has a strict Code of Practice for the users of its computer systems.

(a)   Explain what is meant by a Code of Practice.   *(3 marks)*

(b)   Explain why a Code of Practice is required.   *(2 marks)*

(c)   Describe **three** topics that could be included in a Code of Practice.   *(6 marks)*

6   Since being introduced over 20 years ago, barcodes are now widely used as a way of getting data into information systems.

Name and describe **two** applications where the use of barcodes for data capture has had an impact, clearly stating **one** advantage of that use.   *(8 marks)*

7   In an ever competitive business world, management sometimes expect "miracles" from their IT department, forever wanting it to provide new and better systems.

Describe **three** issues that the IT department should address, so that any new information system developed is more likely to succeed.   *(6 marks)*

8 A software house has produced a package for sale to the insurance industry. The package has been written so that it can receive data from call-centre systems, from the Internet or from sales persons' laptops.

   (a) Describe **three** user support options that this software house could offer its potential customers.

(6 marks)

   (b) The package produces information for the following types of user:
- company management;
- call-centre staff and the mobile salesmen;
- customers who apply on-line.

For each of the **three** identified types of user, describe a different method of providing them with instructions and help in the use of this package, justifying your choice. *(9 marks)*

9 Organisations that make use of Information Technology, and use ICT systems, have to ensure that they comply with the relevant legislation currently in place.

Discuss the implications of complying with such legislation on the operation of an organisation, showing how these may impact on the procedures used by the organisation.

Your discussion should cover:

- data protection legislation;
- software copyright and licensing legislation;
- computer misuse legislation;
- health and safety legislation.

The Quality of Written Communication will be assessed in your answer. *(20 marks)*

END OF QUESTIONS