

General Certificate of Education
June 2008
Advanced Subsidiary Examination



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

ICT1 R

Friday 16 May 2008 9.00 am to 10.30 am

For this paper you must have:

- a 12-page answer book.

Time allowed: 1 hour 30 minutes

Instructions

- Use black ink or black 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 R.
- Answer **all** questions.
- Do all rough work in the answer book. Cross through any work you do not want to be marked.

Information

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

Answer **all** questions.

- 1 Name **three** characteristics of information that give it value and importance. *(3 marks)*
- 2 For ICT professionals to work effectively within the ICT industry they require the following personal qualities:
- good written communication skills
 - good listening skills
 - good problem solving skills.
- For each quality identify an ICT job rôle and explain why the quality is necessary for that rôle.
- The job rôles must be different in each case. *(6 marks)*
- 3 An organisation is holding your personal data. According to the Data Protection Act (1998) you are entitled to a copy of it.
- (a) State **two** ways in which you can request a copy of your personal data. *(2 marks)*
- (b) What must the organisation check before it issues your personal data? *(1 mark)*
- (c) Why might you have to pay for a copy of your personal data? *(1 mark)*
- 4 A large company has many employees who telework. This has benefits and limitations for the company and for its employees.
- (a) State **two** benefits and **two** limitations to the company. *(4 marks)*
- (b) State **one** benefit and **one** limitation to an employee. *(2 marks)*
- (c) What effects can teleworking have on society as a whole? *(4 marks)*
- 5 State **five** methods of communication using the Internet. *(5 marks)*
- 6 (a) Using examples, explain the difference between malpractice and crime. *(4 marks)*
- (b) Describe **one** method of reducing malpractice. *(2 marks)*
- (c) Describe **one** method of reducing crime. *(2 marks)*

- 7 A member of staff at a call centre works at a computer workstation all day. To ensure the health of the member of staff, state with reasons:
- (a) **two** design features that the workstation used by the member of staff should have *(4 marks)*
 - (b) **two** design features that the software used by the member of staff should have *(4 marks)*
 - (c) **two** work practice procedures that the company could introduce. *(4 marks)*
- 8 The figure below shows a gas bill for a customer. It has been produced as the output from data that has been input and processed.

The Gas Company UK	
Customer Number: 10679	Date produced: 30/01/2008
Mr J F Collins 22 High Street New Town GF2 5HD	
Last reading	43572
This reading	44675
Gas consumed	1103
Unit price (p)	25.5
Net total	£281.27
VAT @ 5%	£14.06
Total	£295.33

- (a) State **two** items of data that could be held in a customer record. *(2 marks)*
- (b) State **two** items of data that are entered every time a bill is produced. *(2 marks)*
- (c) Explain **one** process that has taken place in order to produce this bill. *(3 marks)*
- (d) The company plans to encourage its customers to view their bills on-line rather than being sent to them by post.
 - (i) State **one** extra item of data that the company would need to collect. *(1 mark)*
 - (ii) Describe **two** benefits to the company of making bills available on-line. *(4 marks)*

END OF QUESTIONS

There are no questions printed on this page