Centre Number			Candidate Number		
Surname					
Other Names					
Candidate Signature					



General Certificate of Education Advanced Subsidiary Examination January 2009

Information and **Communication Technology**

Unit 2 Living in the Digital World

Friday 16 January 2009 9.00 am to 10.30 am

You will	need no	other	materials.	
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Time allowed

• 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen. Use pencil only for drawing.
- Fill in the boxes at the top of this page.
- Answer all questions.
- You must answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 80.
- Question 7 should be answered in continuous prose.

In this question you will be marked on your ability to:

- use good English
- organise information clearly
- use specialist vocabulary where appropriate.
- You will **not** gain credit for the use of brand names in your answers.

You are advised to spend about 30 minutes on Section A.



For Examiner's Use Examiner's Initials Question Mark 1 2 3 4 5 6 7 **TOTAL**

INFO2

INFO2 M/Jan09/INFO2

SECTION A

Answer all questions in the spaces provided.

You are advised to spend about 30 minutes on this section.

1	Wha	t is an ICT system?
		(A manka)
		(4 marks)
2	Expl	ain the type of processing that would be suitable for each of the following ICT systems.
2		Generating and sending out monthly bills
	()	
		(2 marks)
2	(b)	Internet banking
		(2 marks)



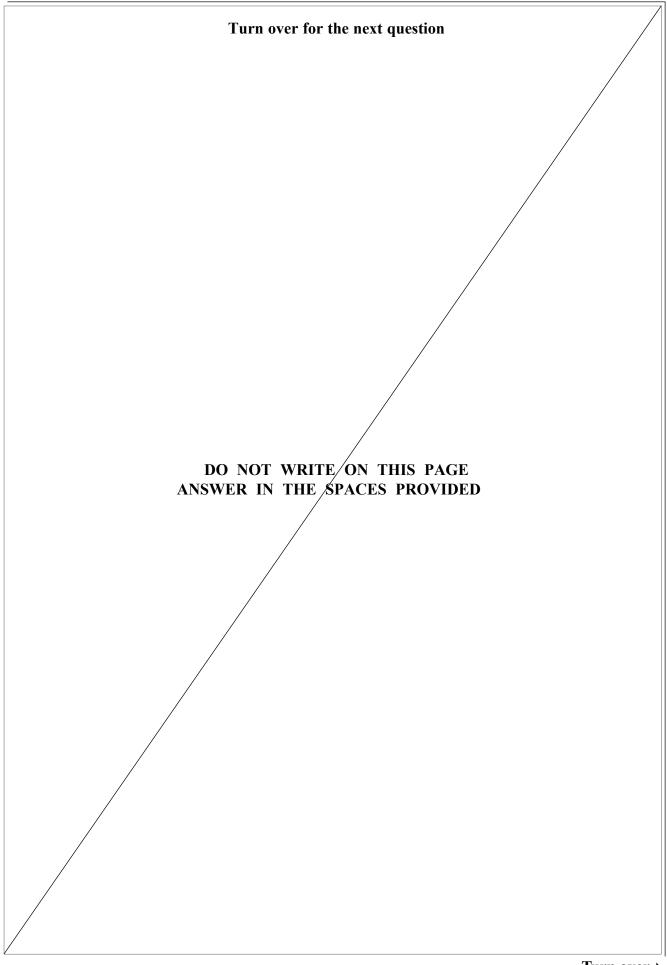
2	(c)	Instant messaging
		(2 marks)
3	com	and Mrs Smith and their son Charles each have their own computer at home. The three puters are linked together using a wireless network. A router is also linked to the work providing access to the Internet for the computers.
3	(a)	Describe three threats to this network; at least one threat should be from inside the home and one threat from outside.
		(6 marks)
		Question 3 continues on the next page



	(4 marks)
	(·
	(· ··································
Expla	
	ain what is meant by the terms the <i>World Wide Web</i> and the <i>Internet</i> . Your explanation show that you understand the difference between the two terms.
	ain what is meant by the terms the World Wide Web and the Internet. Your explanation
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SECTION B

Answer all questions in the spaces provided.

5 Read the following job description for an IT technician.

West College Job Description

Job Title: IT Technician Reports to: The IT Manager

Salary: Up to £19,500 depending on experience

Hours of work: 36.25 hours per week (full time)

Purpose of the Job:

To support the IT Manager by providing front line support to staff and students. As the junior member of the IT Department, the IT Technician will work as part of the support team and be involved with all aspects of the work of the department.

Main duties:

- Provide desktop support to staff and students
- Manage the help desk, tracking status of service calls, handling incoming calls, e-mails and mail
- Maintain documentation in an accurate manner
- Maintain, monitor and log backup operations
- Set up new and replacement computers for staff and students
- Ensure that PC or network security issues are reported and dealt with
- Update information on the College website
- Contribute to departmental IT projects
- Undertake any other such duties as may reasonably be required in this position



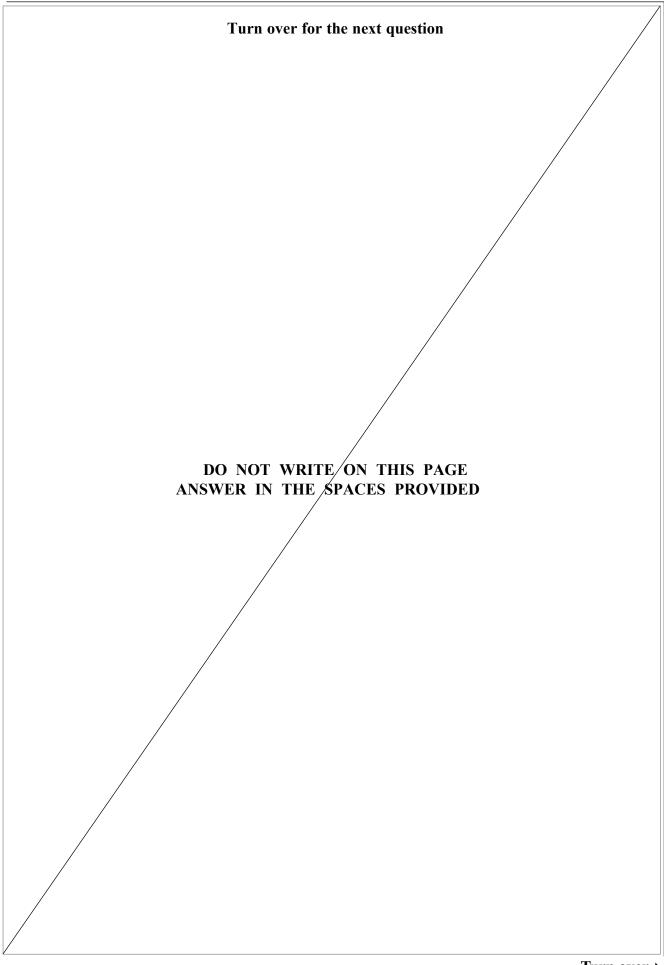
5	(a)		e three personal characteristics required for the IT technician to work effectively, explain why you consider each of these characteristics would be essential for job.
		•••••	
		•••••	
5	(b)	A a v	(6 marks)
5	(b)		well as IT technicians and managers, there are many other jobs that are available to professionals.
5	(b)	(i)	Identify another job that would require an ICT professional.
			(1 mark)
5	(b)	(ii)	Identify a personal characteristic and explain why it would be essential for the ICT professional that you identified in part (b)(i).
			(2 marks)



5	(c)	ICT professionals often work in teams. Describe, with the aid of examples, the characteristics of an effective ICT team.
		(8 marks)

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	(a)	Wha phor	it would you need to consider when designing the user interaction with this mobile ne?
			(8 marks)
6	(b)	(i)	
6	(b)	(i)	(8 marks) Explain, giving reasons for your choice, what type of interface you would
6	(b)	(i)	(8 marks) Explain, giving reasons for your choice, what type of interface you would
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6	(b)	(ii)	Which types of interface would you not recommend for this phone and why?
			(4 marks)
6	(c)	Thes	e phones are also to be marketed to younger people who have particular needs.
		Wha	t changes would you recommend to the interface?
		•••••	
		•••••	
		•••••	
		•••••	
		•••••	
		•••••	(4 marks)

Turn over for the next question

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7 Explain, with the use of examples, how the use of ICT has been influenced by all of following factors:	the
• cultural	
• economic	
 environmental 	
ethical	
• legal	
• social.	
In this question you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate.	20 marks)
This space is available for planning your answer	





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	····
END OF QUESTIONS	
END OF QUESTIONS	

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