AQA

General Certificate of Education
Advanced Level Examination
January 2010

Information and Communication Technology INFO3

Unit 3 The Use of ICT in the Digital World

Wednesday 27 January 2010   1.30 pm to 3.30 pm

For this paper you must have:
● a clean copy of the Candidate Booklet (enclosed for you to use when answering questions in Section A).

Time allowed
● 2 hours

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 100.
● Question 8 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.

SECTION A

Answer **all** questions in the spaces provided.

1 Pharwel has a large and unmanaged backlog of maintenance tasks.

1 (a) Explain what is meant by:

1 (a) (i) adaptive maintenance.

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(2 marks)

1 (a) (ii) corrective maintenance.

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(2 marks)

1 (a) (iii) perfective maintenance.

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(2 marks)

1 (b) Briefly discuss the practical difficulties that Pharwel could experience in implementing maintenance changes to the PC based sales system.

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(5 marks)

11

Turn over for the next question

Turn over ▶

2 Compare the two redevelopment options suggested to Pharwel by the consultants.
Recommend and justify one option.

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(7 marks)

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3 (a) Using examples from the case study, discuss the factors that should be considered when devising a new backup strategy for Pharwel.

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(8 marks)

Question 3 continues on the next page

Turn over ▶

3 (b) Compare the effectiveness of the "hot" and "cold" restart recovery options for Pharwel.

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(4 marks)

12

4 Explain how each of the following procedures help Pharwel comply with current legislation.

4 (a) Staff must not use USB flash memory devices, or any similar device, to store copies of personal data used by Pharwel.

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(2 marks)

4 (b) Staff must not attempt to gain unauthorised access to company data. This will result in instant dismissal.

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(2 marks)

4 **(c)** All staff that are required to use display screen equipment must receive training during their induction course.

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(2 marks)

4 **(d)** Staff are not permitted to make copies of any software product used by Pharwel without company permission.

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(2 marks)

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Turn over for Section B

Turn over ▶

SECTION B

Answer **all** questions in the spaces provided.

5 The following slide is part of a presentation being given to trainee systems analysts.
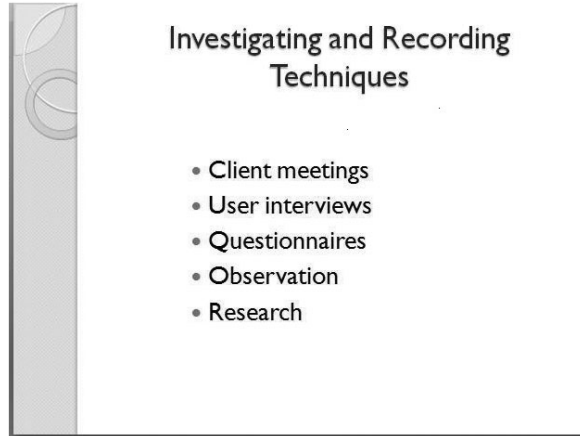
Write notes to accompany each bullet point, explaining the technique and how and where it could be used appropriately. *(15 marks)*

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Turn over for the next question

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6 "Computer Based Training (CBT) is one method of providing training but is not suitable in all situations."

Discuss this statement. *(15 marks)*

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Turn over for the next question

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*Areas outside
the box will
not be scanned
for marking*

7 Explain, using examples, what the following types of systems can be used for:

- Management Information Systems
- Transaction Processing Systems
- Customer Relationship Management Systems. *(12 marks)*

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Turn over for the next question

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Turn over ▶

8 "Client and user involvement is essential for any ICT development."

Discuss this statement, making particular reference to the stages of development of a system and when and how clients and users need to be involved in the development.

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, if you wish to use it.

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END OF QUESTIONS