Centre Number			Candidate Number		
Surname					
Other Names					
Candidate Signature					



General Certificate of Education Advanced Level Examination June 2010

Information and Communication Technology INFO3

Unit 3 The Use of ICT in the Digital World

Monday 14 June 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

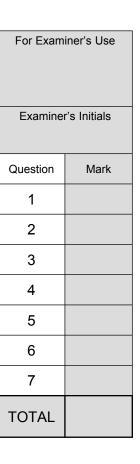
• 2 hours

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. Do not write outside the box around each page or on blank pages.
- 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 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.



Section A

Answer all questions in the spaces provided.

Globemob's consultants recommended that emerging ICT technology is one facto should be taken into account when developing a future ICT strategy.
Explain other factors that Globemob should take into account when developing ar strategy.



2	Globemob's consultants suggested that the failure of previous ICT projects could have been avoided if management and end users had been involved in the development of the solutions.
	Discuss the factors that can contribute to the development of a successful ICT solution. (12 marks)





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3	(a)	Globemob's consultants suggested that external providers be used for all ICT services.
		Describe the ICT services that could be provided externally and explain the reasons why Ms Broussard might have concerns about using external providers rather than keeping the provision in-house.
		(9 marks)



3 (b)	One method of providing external ICT services is through outsourcing.
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	Describe what is meant by outsourcing.
	(4 marks)

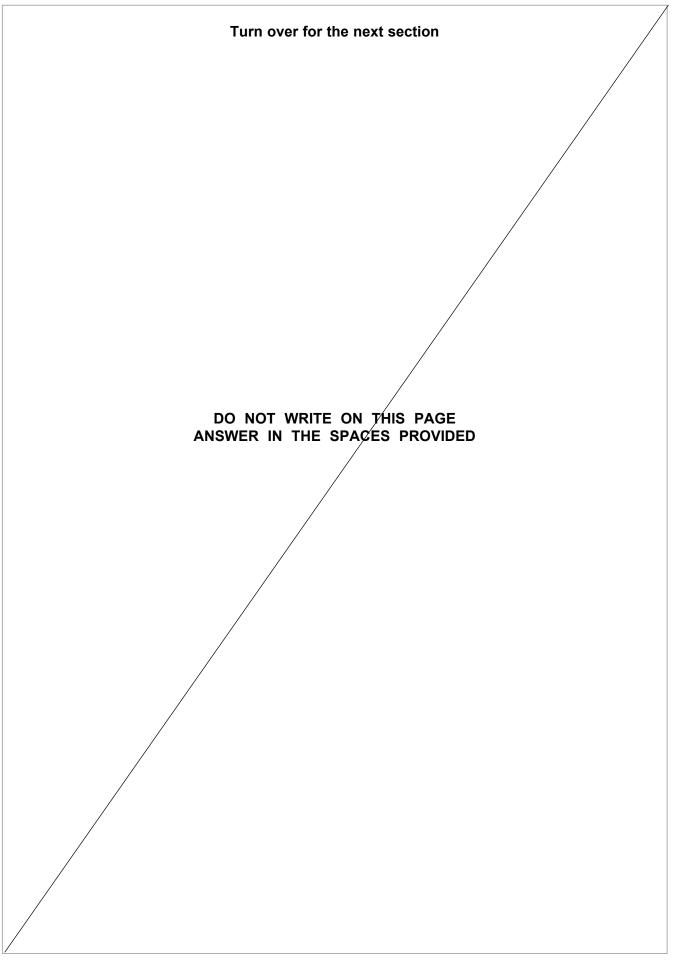


4	The consultants considered Globemob's Information Security Policy to be inadequate for current and future operations.					
	With reference to Globemob's Information Security Policy, identify those areas which you consider to be inadequate, making suggestions for improvements that should be made. (16 marks)					











Section B

Answer all questions in the spaces provided.

- A national supermarket chain employs staff at strategic, tactical and operational levels. Examples of tasks that staff at the different levels undertake might include:
 - Strategic determining the location of a new store
 - Tactical managing changes in customer demand for bakery products
 - Operational restocking shelves.
- **5 (a)** Complete the table below by identifying the key characteristics of information required for strategic, tactical and operational tasks.

	Level of detail in the information required	Time-span of decision making	Purpose for which information is required
Strategic			
Tactical			
Operational			

(9 marks)



5	(b)	Name and justify an appropriate training method for each of the following. The training method must be different in each case.
5	(b) (i)	Strategic staff
		(2 marks)
5	(b) (ii)	Tactical staff
		(2 marks)
5	(b) (iii)	Operational staff
		(2 marks)
		Turn over for the next question





The Chief Executive has past experience of systems that have not operated reliably due to inadequate testing and has requested further information about the testing of large ICT systems.
Write a brief report for the Chief Executive to describe the testing necessary to ensure the reliable operation of a large ICT system. As your report is for a person who is not an ICT specialist, you must include an explanation of any technical terms used. (18 marks)



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7	Discuss how developments in the technologies used in entertainment and social interaction are now influencing the way in which organisations are run.
	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.











END OF QUESTIONS



