

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

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



General Certificate of Education
Advanced Subsidiary Examination
January 2011

Information and Communication Technology **INFO2**

Unit 2 Living in the Digital World

Friday 21 January 2011 9.00 am to 10.30 am

You will need no other materials.

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. 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 80.
- You will **not** gain credit for the use of brand names in your answers.
- 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.



J A N 1 1 I N F 0 2 0 1

Section A

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

- 1** Explain what is meant by Information and Communication Technology (ICT).

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(4 marks)

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- 2** The following table shows activities relating to the use of ICT systems. For each one, write the name of the legislation or act that makes it illegal.

Name of Legislation/Act	Activity
	Accessing an ICT system without authorisation
	Misuse of personal data
	Use of unlicensed software
	Creating and sending a virus via email

(4 marks)

4



3 (a) Define the term *information*.

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(2 marks)

3 (b) You use the Internet to research information for an essay that you are writing.

Explain, using examples, why there might be problems with using information obtained in this way. (6 marks)

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4 Describe the characteristics of the Internet and the World Wide Web.

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(4 marks)

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Section B

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

5 (a) A picture is data in the form of a still image.

Explain, using examples, other forms that data can take.

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(6 marks)



5 (b) You need to upload and send some pictures from your digital camera via the Internet to your Uncle who lives in New Zealand. Standards exist that allow pictures to be uploaded and sent in this way.

Explain why these standards are needed.

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(4 marks)

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6 (d) Members like to be able to access social networking sites at any time of the day or night.

Discuss the ways in which the social networking provider could undertake backup and recovery operations whilst ensuring continuity of service.

(10 marks)

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7 Read the advertisement below.

The XYZ College

Senior ICT Support Technician

Required as soon as possible.

Increased demands on the team have led to the need for a Senior ICT technician.

The XYZ College is a 14-18 community college providing traditional education for young people and a wide range of courses for adults up to 10pm every weekday.

The college has a VLE (Virtual Learning Environment) that provides resources to its students at home at any time of the day or night.

You will be a key member of the ICT team delivering a customer care driven support service to the whole college on a 24/7 basis.

Reporting directly to the Network Manager, you will deputise for her in her absence.

A proven track record of working in an ICT technical support environment for a minimum of two years is also required.

Job responsibilities will include:

- Allocation of jobs to the team
- Staffing the user support desk to resolve queries
- Logging the solution provided
- Developing and documenting procedures
- Diagnosing and fixing network problems

Send your letter of application to Ms Smith at XYZ College, New Lane, New Town, NT1 1AB no later than Friday 21 January 2011.

You are currently working as an ICT support technician at a different college and have decided to apply for this job.

Using the advertisement provided, write a letter of application explaining what makes you a suitable candidate for the job.

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

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