

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	
8	
TOTAL	



General Certificate of Education
Advanced Level Examination
June 2011

Information and Communication Technology **INFO3**

Unit 3 The Use of ICT in the Digital World

Thursday 23 June 2011 9.00 am to 11.00 am

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.
- Section A questions should be answered with reference to the pre-release material.
- 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 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.



J U N 1 1 I N F 0 3 0 1

Section A

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

- 1** Based on the list of bullet points in **Magazine article B**, an ICT Manager has begun to prepare a slide presentation for management and employees to show how energy and costs could be reduced. She is required to work on a more urgent problem and you have been asked to assist with the slide presentation.

Complete the missing bullet points on slides 3, 4 and 5 on pages 3 and 4.

SLIDE 1 – INTRODUCTION TO GREEN ICT INITIATIVES

In this presentation I will discuss how the following changes to our procedures and working practices could reduce energy and costs:

- Teleworking
- Use of hot desking
- Purging storage of redundant systems and data
- Server virtualisation

SLIDE 2 - TELEWORKING**What is teleworking?**

- Staff work from home, using ICT equipment linked to office systems.

How will this save energy?

- Less fuel used for employee to travel to work.

How will this save costs?

- Less office space required.

What is a major implication?

- Impact on work-life balance.



1 (a)

SLIDE 3 - HOT DESKING

What is hot desking?

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How will this save energy?

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How will this save costs?

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What is a major implication?

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(4 marks)

1 (b)

SLIDE 4 - PURGING

What is purging?

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How will this save energy?

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How will this save costs?

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What is a major implication?

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(4 marks)

Turn over ▶



1 (c)

SLIDE 5 - SERVER VIRTUALISATION

What is server virtualisation?

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How will this save energy?

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How will this save costs?

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What is a major implication?

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(4 marks)

12



2 (a) The author of **Magazine article A** states that “for applications systems, though, organisations should consider using packages instead of bespoke systems”.

Describe common business activities for which packages are available to provide ICT systems for organisations. (9 marks)

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2 (b)

In the context of the arguments put forward in **Magazine article A**, describe how a “software scrapping” scheme could assist an organisation in a move towards green computing.

(4 marks)

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4 Discuss how a combination of the approaches contained in both **Magazine articles A and B** could be used to reduce the energy consumption and costs involved in providing ICT services, for example in a typical school or college environment. **(15 marks)**

This space is available for planning your answer, if you wish to use it.

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Section B

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

5 An organisation uses many different types of printers and has numerous pre-printed forms used for bulk printing.

Discuss the factors that should be considered when managing the stock control of printer consumables, including pre-printed forms. (8 marks)

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6 Discuss the issues involved in testing large ICT systems.

(15 marks)

This space is available for planning your answer, if you wish to use it.

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7 An organisation has commissioned an external software company to develop a bespoke system and is considering what support will be required when the system is implemented.

Discuss the factors that an organisation should consider when deciding on a suitable support option. (9 marks)

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Turn over for the next question

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8 Organisations today cannot function effectively without the use of ICT systems.
Discuss.

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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