

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 Subsidiary Examination
January 2012

Information and Communication Technology **INFO2**

Unit 2 Living in the Digital World

Monday 23 January 2012 1.30 pm to 3.00 pm

You will need no other materials.

Time allowed

- 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen.
- 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.
- 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.



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

SECTION A

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

- 1 Complete the following table which displays the characteristics of users that could be considered when designing ICT systems. The first has been done for you.

Characteristics of users	
Physical Characteristics	

(4 marks)

4

- 2 Using the example of a supermarket checkout, explain the difference between data and information.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(5 marks)

5



3 Wireless ICT networks use radio waves as the medium to transfer data.

State **two** other types of media used to transfer data across ICT networks.

.....

.....

.....

.....

.....

.....

(2 marks)

2

Turn over for the next question

Turn over ▶



4 Explain, with examples, how ICT systems can provide:

1 Improved presentation of information

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



SECTION B

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

5 **Figure 1** shows a job description for an ICT professional.

Figure 1

Helpdesk Administrator/ £26,000/ Leicester

Helpdesk administrator needed to join a busy team in a leading IT solutions company based in Leicester. This is a fantastic opportunity to join a leading global company that is currently going through unprecedented growth. The ideal candidate will have at least a year's support experience.

Knowledge and Experience

- Basic knowledge of desktop computer hardware and software.
- Experience with desktop operating systems. This should include Windows 7 and Server 2008 (is desirable).
- Experience of application support of Microsoft products to an intermediate level.
- Excellent knowledge of Office 2010. Access will be an advantage.
- Basic knowledge of SQL Server 2008 and TSQL would be desirable.
- Good understanding of the organisation's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Exceptional problem solving skills.
- Strong documentation skills.
- Experience of working in a customer services environment.

Please send all CVs as a matter of urgency for immediate telephone interview



.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

5 (b) The Helpdesk Administrator referred to in **Figure 1** is required to join a team of ICT professionals.

Describe the characteristics of an effective ICT team.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(8 marks)

16

Turn over for the next question

Turn over ▶



- 6** **Figure 2** below shows a camera which is part of an ICT system designed to recognise car number plates. The data captured by the camera is processed and used to identify the registered owner of the vehicle.

Figure 2



© Getty Images

- 6 (a)** What form is the data in when it is captured by the camera?

.....
.....

(1 mark)

- 6 (b)** This data must be processed to allow the registered owner to be identified.

Explain what has to be done to achieve this.

.....
.....
.....
.....
.....
.....
.....

(2 marks)



6 (c) Information from car number plate recognition systems can be used in a number of ways.

Discuss the consequences of using such systems for individuals and society.

(12 marks)

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

Turn over ►



A large rectangular box containing 25 horizontal dotted lines for writing.



Turn over for the next question

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**

Turn over ▶



7 Read the article shown in **Figure 3** below.

Figure 3

BT faced uproar yesterday over a plan to switch directory enquiries to operators in India. Hundreds of British jobs could go, and there is concern that the service could suffer from a lack of local knowledge among staff.

Union officials said they were considering industrial action to block the move.

The change is a cost-cutting measure to help BT compete after the opening-up of the old 192 system to rival companies.

It follows a trend established by High Street banks and other firms to move centres to the sub-continent, where wages and costs are far lower.

Extract from: <http://www.dailymail.co.uk/news/article-164223/Anger-BT-plan-jobs-abroad.html>

© Daily Mail

The article in **Figure 3** outlines one example of how economic and cultural factors have affected the use of ICT.

Discuss how economic and cultural factors have affected the use of ICT using this and other examples.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....



Dotted writing lines for student response.

(10 marks)

Turn over ▶

10



8 Mr Kapur is a landscape gardener and uses several computers and software to produce designs for his customers. Mrs Kapur runs a child minding service using her own computer. The Kapurs' three children all have their own computers which they use for school work and socialising. All of the family's computers are connected to a home network which has access to the Internet.

Mr and Mrs Kapur are worried about the security of the considerable amount of data stored on their home network as they each depend upon computers to run their home businesses.

Discuss the threats to this data and the measures that the family need to take to ensure its security and to enable its successful recovery.

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.

.....

.....

.....

.....

.....

.....

.....



A large rectangular box containing 25 horizontal dotted lines for writing.

Turn over ▶



A large rectangular box containing 25 horizontal dotted lines for writing.



A large rectangular box containing 25 horizontal dotted lines for writing.

Turn over ▶



