



General Certificate of Education
Advanced Level Examination
January 2012

Information and Communication Technology **INFO3/PM**

Unit 3 The Use of ICT in the Digital World

Candidate Booklet for the January 2012 examination

To be given to candidates on or after 1 November 2011

Information and Guidance

- 1 On receipt of this booklet, you are advised to check carefully that it is complete and that no pages are missing or illegible. There should be 8 pages. If there are any problems you should consult your teacher.
- 2 The material contained in this booklet is provided for you to use in preparing for Section A of the INFO3 examination.
- 3 Prior to the examination, your teacher may give you assistance and advice to help you understand the content of this material.
- 4 You should use the time between receiving this material and the examination to familiarise yourself with its contents.
- 5 You are allowed to make comments or annotations on this copy of the material but you are **not** allowed to take this copy, or any other materials, into the examination.
- 6 A clean copy of this booklet will be provided in the examination with the INFO3 question paper and therefore there is no benefit from learning the contents by rote.
- 7 The INFO3 examination is on **Thursday 26 January 2012** (afternoon session).

Eurotradeon is a large company that provides ICT systems and support for online traders. The following is its extranet home page which is available to all Eurotradeon's staff and all registered online traders (Eurotradeon's customers).

<http://www.eurotradeon.com>

[Home](#)

[Vacancies](#)

[Topical](#)

[About us](#)

[Contact us](#)

News messages January 2012

[Message from Chief Executive Officer Andrew Scardelino](#)
For staff and customers

[CIO Retirement](#)

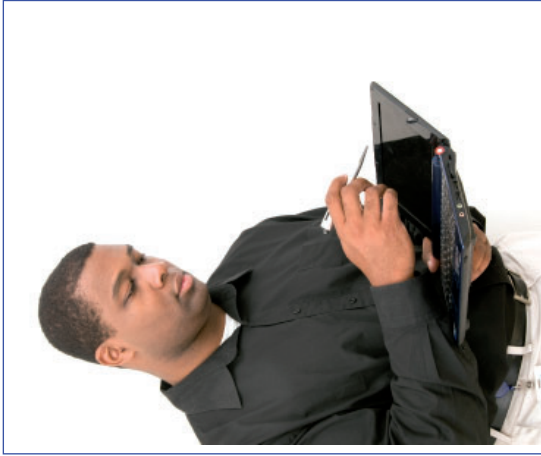
Georgina retires, the hunt for a successor begins

[Cloud Computing](#)
The future?

[Training and Support](#)
Restructure details

Message from Chief Executive Officer Andrew Scardelino

This last year has seen an unprecedented growth in Eurotradeon's business and we can expect this trend to continue.



However, improved performance is not without its problems. There has been a sharp increase in complaints about our customer service and I sincerely apologise to all our customers for this unacceptable situation. Our service standards have indeed dropped, mainly due to the number of recently recruited staff, many of whom have yet to acquire experience of our ICT systems and procedures. Similarly, we understand that modern training methods are needed for some of our new customers, who appear to be experiencing difficulty with our trading software. A new Training and Support Department has been established specifically to deal with these training and support issues. Please see [here](#) for further details.

As you know, our online trading customers represent all types and sizes of business, from large organisations to sole traders working from home. However, whatever the size of the business, all online traders are expected to follow the relevant laws and regulations, including [The Electronic Commerce \(EC Directive\) Regulations 2002](#). Unfortunately, a recent audit showed that a significant proportion of traders do not comply. It is our intention that, by the end of the year, **all** our customers will be conversant with these regulations. After that time it will be a condition of our business that customers comply.

I wish all customers and staff a happy and prosperous 2012.

January 2012

[Home](#)

[Vacancies](#)

[Topical](#)

[About us](#)

[Contact us](#)

CIO Retirement

Chief Information Officer, Dr. Georgina Harrison, is due to retire from Eurotradeon in March 2012. Georgina has had a long and successful career in her 17 years with the company; during this time she has been extremely influential in promoting the use of leading edge technology, which has made a major contribution to the growth of our market share in online trading.

We intend to find a successor within the Eurotradeon organisation to ensure a smooth handover. All interested parties should contact hr@Eurotradeon.com to obtain details of the post.



[Home](#)

[Vacancies](#)

[Topical](#)

[About us](#)

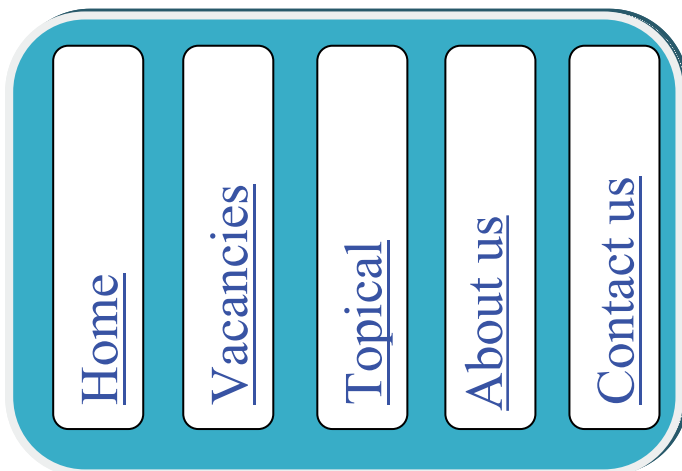
[Contact us](#)

Turn over ►

Cloud Computing

Is this the future for Eurotradeon?

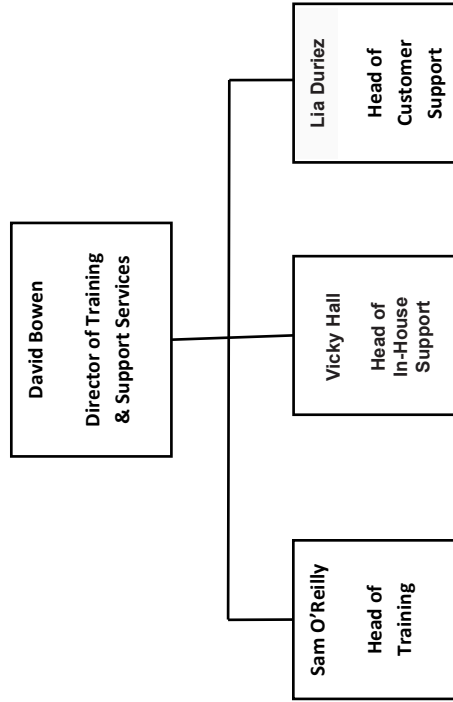
At Eurotradeon we differentiate ourselves from competitors by providing modern ICT systems at low cost. As an alternative to outsourcing, we are considering the use of cloud computing, which has been the subject of many articles in computing journals. Staff and customers are invited to participate in an online forum on 19 February 2012, when there will be a short presentation followed by a Q&A session.



Training and Support Department

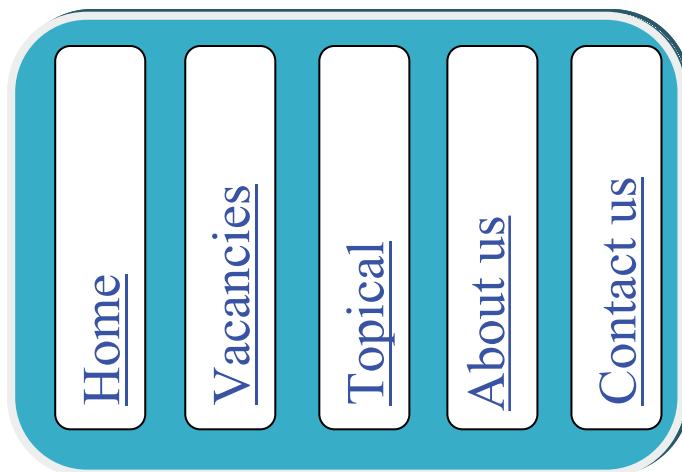
At a recent board meeting it was decided to restructure the Training and Support Department. David Bowen will remain in overall charge of the department but additional personnel have been recruited to take control of training, in-house support and customer support.

The new organisational structure is shown below:



David is proposing to make some major changes to training and support policy and training techniques. We are confident that he will have the full support of all staff and customers as he embarks on this venture.

Copyright © Eurotradeon 2012 - do not copy without permission



END OF CANDIDATE BOOKLET

There is no pre-release material printed on this page