Centre Number			Candidate Number		
Surname					
Other Names					
Candidate Signature					



General Certificate of Education Advanced Level Examination June 2012

# Information and Communication Technology INFO3

Unit 3 The Use of ICT in the Digital World

Tuesday 12 June 2012 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 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.

For Exam	iner's Use
Examine	r's Initials
Question	Mark
1	
2	
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8	
TOTAL	



# **SECTION A**

Answer all questions in the spaces provided.

1 (a)	The "Hope" team considered only internal factors when devising its ICT strategy.
	Describe <b>one</b> external factor that they should have considered and provide a relevant example.
	(4 marks)



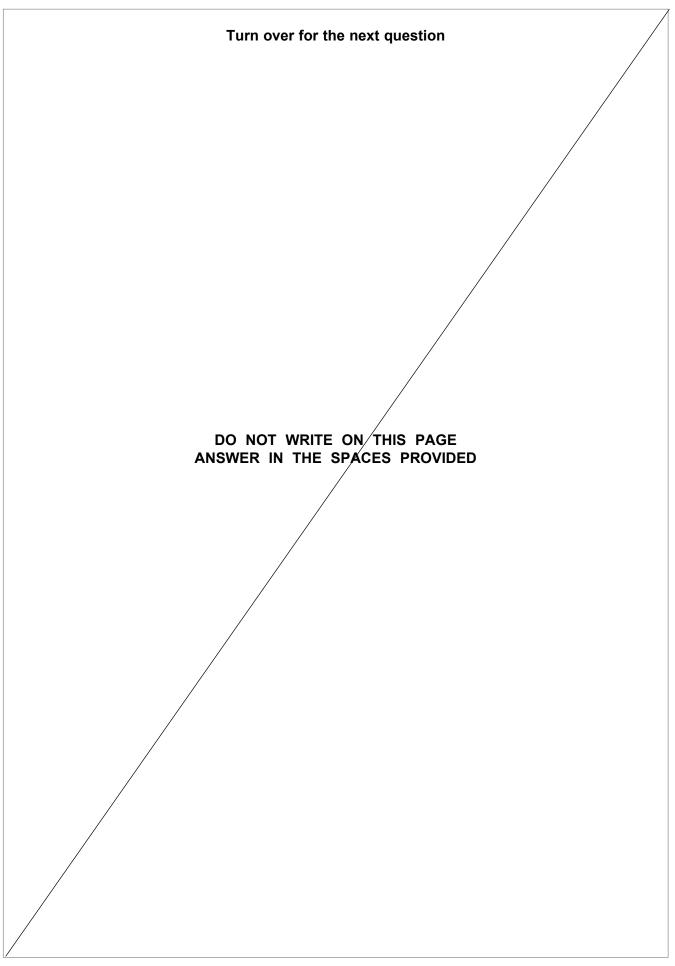
1	Agreement (SLA).
I	Describe the purpose of an SLA and state what could be included in a typical SL
	(6





1 (c)	The "Hope" team suggested that a Customer Relationship Management (CRM) facility be provided.
	Using an example, describe a CRM system.
	(4 marks)







	Discuss appropriate investigating and recording techniques that team "Endural could have used.
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(12 marks)

12



3	To meet Scarlet Price's requirement for data security, team "Endurance" has considered the need for off-site storage as part of its backup and recovery strategy.
	Discuss other factors that should have been considered when developing a backup and recovery strategy for the youth community centre.



	(8 marks)
	(o marks)
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Turn over for the next question	



4	Based on the proposals from both teams regarding the use of ICT, SP decided that team "Hope" won the competition, although she stated that team "Endurance" had some sound ideas.
	Using the boxes below, list the strong and weak points of the proposals made by each team. For each point listed, explain why you consider it to be strong or weak.
	Team "Hope" strong points
	Team "Hope" weak points



Team "Endurance" weak points	
	(1

16



# **SECTION B**

Answer all questions in the spaces provided.

Explain how Internet and mobile technologies can be used by organisations to help we the retention of customers.

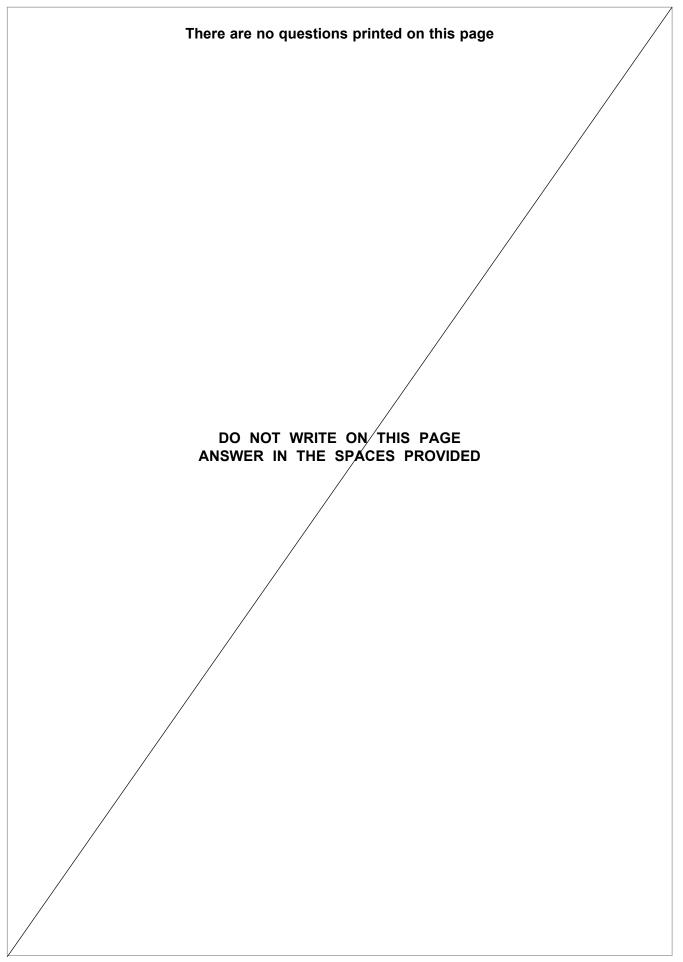


(9 marks)	

9

Turn over for the next question







6 (a)	Explain why some organisations continue to use legacy systems.
	(2 marks)
6 (b)	Using an example, explain how organisations are able to use legacy systems to support
- ()	the provision of web-based systems.
	(4 marks)

Turn over for the next question



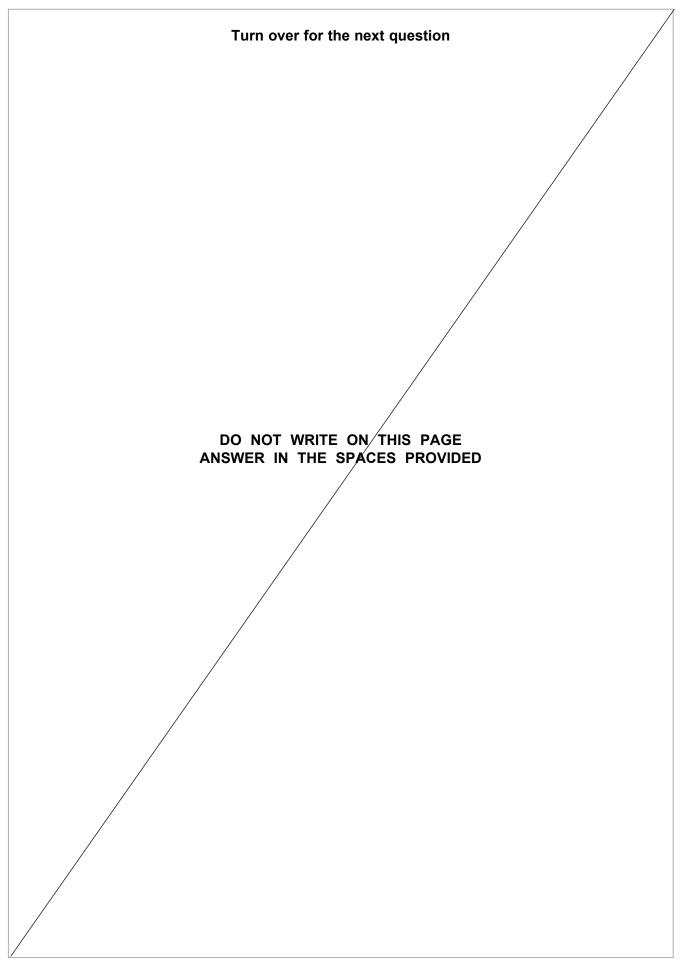
7	An international organisation with many offices worldwide is about to move to a new version of the operating system used on its PCs, laptops and other mobile devices. The management of the company is considering the following two methods of changeover:
	<ul><li>Direct changeover</li><li>Phased changeover</li></ul>
	Compare the two changeover methods being considered.  Recommend and justify <b>one</b> option.  (15 marks)
	This space is available for planning your answer, if you wish to use it.













8	Discuss the implications of possible future developments and future uses of ICT.
	Include in your answer the impact future developments may have on the way 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.



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## **END OF QUESTIONS**

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20