

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	
9	
TOTAL	



General Certificate of Education
Advanced Level Examination
June 2014

Information and Communication Technology INF03

Unit 3 The Use of ICT in the Digital World

Tuesday 17 June 2014 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.
- 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 maximum mark for this paper is 100.
- The marks for questions are shown in brackets.
- Question 9 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.



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Section A

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

1 Top Hat Consulting is an outsourcing and consultancy company.

Describe what is meant by outsourcing.

[4 marks]

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2 (a) Explain the possible disadvantages of the location dongle.

[4 marks]

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Question 2 continues on the next page

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5 Explain how a combination of workflow systems and document management systems could be used to improve productivity in a large organisation.

[12 marks]

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Turn over ▶



Turn over for the next question

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



Section B

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

- 6** **Table 1** shows examples of four business factors which may have implications on the provision of ICT.

Complete **Table 1** by adding the possible ICT implications each business factor may have. Do not use the same implication more than once.

[6 marks]

Table 1

Business factor	ICT Implication 1	ICT Implication 2
The business has a goal of increasing sales by 20% each year.	May have to purchase and install additional network capacity.	
The business wishes to replace its legacy accounts system.		
There is limited availability of finance and the ICT budget is to be frozen for 2 years.	May have to reduce the hours of help desk availability.	
The business wishes to sell products via the internet.		

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Turn over for the next question

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9 Discuss how the size of an organisation and its geographical spread might influence the use and management of information and communication technology.

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.

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

[20 marks]

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