![CCEA Rewarding Learning logo]

Rewarding Learning

ADVANCED
General Certificate of Education
January 2009

Information and Communication Technology

Assessment Unit A2 2

assessing

Module 5: Uses of Information Systems

[A2W21]

FRIDAY 16 JANUARY, MORNING

TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number on the Answer Booklet provided.
Answer **all seven** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 90, including a maximum of 4 marks for quality of written communication.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

Answer **all seven** questions.

1   The help provided for users of an ICT system includes a printed user manual and a DVD.

   (a) Describe **two** advantages of using a DVD **in this case**.   [4]

   (b) Explain how a user might solve a problem using the manual.   [4]

   (c) Describe one other method of providing help for users.   [4]

2   A supermarket sells goods over the Internet.

   A management information system (MIS) provides reports about sales figures and customer shopping habits.

   (a) Explain how the MIS will assist decision-making at operational level **in this case**.   [4]

   (b) Explain how the MIS will assist decision-making at tactical level **in this case**.   [4]

   (c) Identify and describe one other level of decision-making which the MIS will assist
   in this case.   [4]

3   A shop uses an ICT system for selling and renting movies on DVD to its customers.

   (a) Explain what is meant by each of the following **in this case**.

       (i) A data processing system.   [3]

       (ii) An information system.   [3]

   (b) The shop uses internal and external sources of information.

       (i) Identify and justify **two** internal sources the shop might use.   [4]

       (ii) Identify and justify **two** external sources the shop might use.   [4]

4 An organisation's security policy includes backup and recovery procedures.

   (a) Describe a backup and recovery procedure which could be used for each of the following.

      (i) Data which is updated in real time. [4]

      (ii) Data which is updated every month. [4]

   (b) Identify and describe **two** other sections you would expect to find in the security policy. [4]

5 An expert system is being used to help diagnose patients' illnesses.

   (a) Describe **two** benefits of using an expert system **in this case**. [4]

One component of the expert system is the rule base.

   (b) Describe **two** other components of the expert system. [4]

   (c) Explain how the rule base will be created. [4]

6 An organisation replaces its flat file system with a database management system (DBMS).

   (a) Describe **two** responsibilities of the database administrator (DBA). [4]

   (b) Identify **two** facilities the DBMS will provide for end users. [4]

   (c) Explain how the DBMS should improve the quality of the organisation's information. [4]

7 A cinema plans to introduce an on-line booking system. In the current manual system, tickets can only be purchased at the box office.

Describe the impact of the new system on each of the following.

- Staff working in the box office
- The cinema's manager
- The cinema's customers [12]

935-067-1