

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

Advanced GCE

INFORMATION AND COMMUNICATIONS TECHNOLOGY 2517

ICT Systems and Systems Management

Tuesday

20 JUNE 2006

Morning

1 hour 30 minutes

No additional materials are required.
Candidates answer on the question paper.

Candidate Name	Centre Number	Candidate Number										
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TIME 1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

- Write your name in the space above.
- Write your Centre number and candidate number in the boxes above.
- Answer **all** the questions.
- Write your answers, in blue or black ink, in the spaces on the question paper.
- Read each question carefully and make sure you know what you have to do before starting your answer.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is 90, of which 4 marks are allocated to the assessment of the quality of written communication.
- You will be awarded marks for the quality of written communication where an answer requires a piece of extended writing.
- No marks will be awarded for using brand names of software packages or hardware.

FOR EXAMINER'S USE		
1		13
2		18
3		19
4		16
5		20
QWC		4
TOTAL		90

This question paper consists of 14 printed pages and 2 lined pages.

(b) Information has to be exchanged between the stores and Head Office.

Explain **two** reasons for ensuring that information is exchanged in an accurate and timely manner.

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(c) Describe the role of the stock control system in this company.

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2 (a) The company has a website. Customers can search the site for the items they require.
Identify **two** different types of search the customer could use.

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(b) The company also sends out their catalogue on CD-ROM to customers if they request it.

Give **one** advantage and **one** disadvantage to the customers of using the CD-ROM instead of the website.

Advantage

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Disadvantage

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(c) The company decides to improve the website. Several factors will be taken into account when designing the interface.

Apart from the use of colour identify **two** other factors that are an important design consideration.

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(d) Explain how the following affect the design of an interface:

(i) Perception

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(ii) Attention

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(iii) Memory

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(iv) Learning

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(b) Describe how reviews will feature during the life time of this system.

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(c) Explain the need for different types of maintenance during the life time of this system.

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5 (a) Head Office have regular meetings with the managers of each store using video conferencing.

(i) Describe video conferencing.

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(ii) Describe the advantages to the company of using video conferencing.

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