

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	Car Centre Number No				

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 EX	AMINER'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.

A company sells plants and garden products. The company has one Head Office and many stores throughout the country. Each store consists of a large greenhouse for indoor plants, a shop selling outdoor plants and other garden products and a restaurant.

1

(a)	Customers, competitors and pressure groups may influence decisions made by the company.
	For each group describe how they can influence the company.
	[6]

(b)	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.			
	[4]			
(c)	Describe the role of the stock control system in this company.			
	[3]			

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.
		[2]
	(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
		Disadvantage
		[2]
	(0)	
	(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.
		[2]

(d)	Exp	plain how the following affect the design of an interface:					
	(i)	Perception					
	(ii)	Attention					
((iii)	Memory					
	(iv)	Learning					
		[8]					

(e)	Describe the contents of the design specification for this new website.
	[4]

3 (a)	The company has decided to place a point-of-sale terminal (checkout) at the exit of the greenhouse.
	Describe the features of this checkout mentioning any special features which might be necessary for the hardware to work in this environment.

(b)	Before deciding on the new checkout system the management used a process modelling technique to help them.
	Describe a process modelling technique that would be suitable in this case and give a reason why it is suitable.
	[0]
	[3]
(c)	Customers can send in orders to Head Office using an order form. This data is then keyed into a computer at Head Office.
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9 (d) Part of the new system will be in the restaurant. Staff will take orders using an electronic notepad which will use wireless network technology. Discuss how cognitive psychology artificial intelligence ergonomics have contributed to the good design of the interfaces on the electronic notepads.

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Evolain the ne	eed for different	types of my				
Explain the ne	ea for different	types of ma	aintenance	auring the	life time of	tnis system.
	• • • • • • • • • • • • • • • • • • • •					

5	(a)		d Office have regular meetings with the managers of each store using video erencing.
		(i)	Describe video conferencing.
			[2]
		(ii)	Describe the advantages to the company of using video conferencing.
			[5]

(b)	Discuss the impact of possible external changes on the systems and the staff of the company.								
	[7]								

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