

ADVANCED GCE UNIT 2517

INFORMATION AND COMMUNICATION TECHNOLOGY

ICT Systems and Systems Management

FRIDAY 15 JUNE 2007

Afternoon

No additional materials are required.

Candidates answer on the question paper.



Time: 1 hour 30 minutes

Candidate Name					
Centre Number			Candidate Number		

INSTRUCTIONS TO CANDIDATES

- Write your name, Centre number and Candidate number in the boxes above.
- Answer all the questions.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- Do not write in the bar code.
- Do **not** write outside the box bordering each page.
- WRITE YOUR ANSWER TO EACH QUESTION IN THE SPACE PROVIDED. ANSWERS WRITTEN ELSEWHERE WILL NOT BE MARKED.

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	For Examiner's Use				
1		16			
2		12			
3		23			
4		8			
5		20			
6		7			
QWC		4			
Total		90			

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(a) To make the business more efficient the owner wishes to install some computer equipment in

A firm moves furniture and other items around Britain.

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the	office.
(i)	Apart from the keyboard, mouse and monitor, identify three computer peripherals which could be useful in this office, giving a use for each peripheral.

.....[6]

(ii)	The owner thinks that the computer should be linked to the Internet.
	Describe three facilities of the Internet which the owner could use to help plan journeys.
	9]

)	Computer equipment is one internal resource of the firm.
	Describe two other internal resources of the firm.
	·

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2	(a) (i)	Explain the difference between data and information.
		[2]
	(ii)	Describe two examples of information which might be exchanged between the firm and the customers.
		INI

(b)	Des	cribe how the owner might make use of:
	(i)	a financial information processing system
		[3]
	(ii)	a personnel information processing system.
		la;

3	(a)	(i)	Describe the characteristics of a computer-based information system which would help the owner plan routes for his vans.
			[6]

(ii)	Explain two advantages of using this computer-based information system for plannin the routes.	g
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n	oplain the differences between batch processing and real-time processing. You clude examples of how the firm might use each type of processing.	
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The firm is expanding and needs to update its computer system. A project team is employed to assist in this process.

(c)	Identify the roles and responsibilities of three members of the project team.
	[6]

One of the tasks of the project team is to decide whether to use custom-written or an off-the-shelf package for working out the wages of the employees.

(a)	Describe the advantages and disadvantages of using custom-written rather than off-the-shelf software.
	[4]

4

(b)	Describe the steps involved in producing a custom-written computer based system.
	ſΔ

As a result of the planning of the new system it is decided to move to bigger premises in a nearby town.

5 (a	Discuss the factors which should be considered when managing these changes.				
	[7]				

(b)	Once the new system has been implemented it needs to be maintained.
	Identify three different types of maintenance.

The firm takes on work in other countries and sends representatives to those countries to negotiate contracts.

(c)	Explain developments in ICT that have given the representatives greater freedom to access information while they are abroad.
	[a]

The firm eventually joins with other removal firms abroad to form an international organisation. New software is needed for this organisation.

Explain two reasons why agreed standards are needed in the design of this software.
[4]

Discuss the I	T developments that help the international organisation to meet these needs.

		[7]

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