

CAMBRIDGE TECHNICALS LEVEL 3 (2016)

Examiners' report

IT



05838–05842, 05877, 05885, 05886

Unit CC January 2020 series

Version 1

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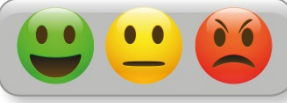
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Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates. The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

Paper Unit CC series overview

General comments on the paper

There was a similar entry for this Unit CC test in January 2020 (215 candidates) compared to January 2019 (238 candidates) and appears to be establishing a pattern of the main entry taking place in January.

The breadth of knowledge to be covered meant that some learning outcomes (LOs) seemed to be better known and understood than others.

Based on statistical data for all the items in the test, candidates were most successful on questions targeting learning outcome 3, closely followed by learning outcomes 1 and 2. Learning outcomes 4 and 6 were the areas where candidates found marks hardest to access.

Learning outcome 1 (17 - 21% weighting of the unit): questions 1 - 15

This LO requires candidates to understand the characteristics and context of cloud technology and why it is used. Questions targeting this LO had a mixed response – with many candidates achieving the marks on questions 4, 6 and 12 and very few being candidates on questions 2 and 14 which proved more challenging.

Learning outcome 2 (14 - 17% weighting of the unit): questions 16 - 27

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on question 23 but found 21, 22 and 27 challenging.

Learning outcome 3 (24 - 30% weighting of the unit): questions 28 – 47 and 70

LO3 requires candidates to understand the requirements of cloud services.

Scores on this LO were reasonably strong. Candidates did particularly well on items 38 and 42.

Questions 32, 34 and 43 proved more challenging and only about 8% of candidates were successful here.

Learning outcome 4 (8 - 10% weighting of the unit): questions 48 - 52

LO4 requires candidates to understand the features of cloud storage. The questions targeting this LO were not particularly well answered except for question 60 where 93% of candidates were correct. Less than 11% of candidates achieved the correct mark for each of questions 48 and 51.

Learning outcome 5 (13 - 16% weighting of the unit): questions 53 - 62

LO5 requires candidates to understand the deployment requirements for cloud-based services for organisations. This LO saw the weakest candidate performance across the paper and showed a similar performance to the statistics seen in January 2019. Questions 55 and 60 saw performance above 80% but all other questions were less successful.

Learning outcome 6 (13 - 16% weighting of the unit): questions 63 – 65

LO6 requires candidates to know the regulatory issues that impact cloud technology. There were just three questions targeting this LO this series of which candidates were most successful with 63 and least successful with 64.

Learning outcome 7 (13 - 16% weighting of the unit): questions 66 – 69

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. There were just four questions targeting this LO this series of which candidates were most successful with 67 and least successful with 66.

Appendix 1 Questions

Question 1

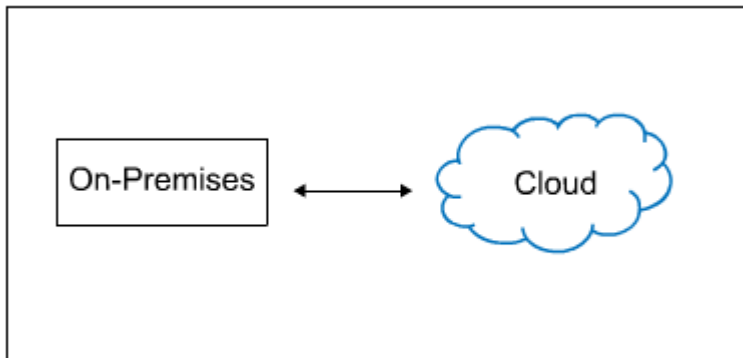
Select the statements from the list below that are characteristics of the private cloud model.

Select **all** the statements that apply.

- A Available to anyone to use
- B Owned by a single organisation
- C Managed via internal resources
- D Provisioned over private IT infrastructure

[1]

Question 2



Which cloud model is shown in the diagram above?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 3

Stevenson Builders use a hybrid cloud. What type of data is stored in the public facing cloud?

Select the correct answer.

- A Financial data
- B Sensitive data
- C Customer data
- D Health and safety data

[1]

Question 4

Read the following statement and select if it is **true** or **false**.

A public cloud requires a reliable internet connection to access the service.

- True
- False

[1]

Question 5

Local businesses and international online retail companies are two types of organisation that would benefit from cloud technology.

Read the following benefits:

- A Lack of initial capital investment
- B Software updates managed by cloud provider
- C Elasticity of the service as the organisation grows
- D Limited unavailability of service increases productivity
- E Global workforce who need to collaborate on joint projects.

Each benefit (**A–E**) could apply to local businesses, international online retail companies or both.

In the grid below, indicate whether each benefit relates to **either** local businesses **or** international online retail companies, **or** both.

Local businesses		International online retail companies	
A	<input checked="" type="radio"/>	A	<input type="radio"/>
B	<input checked="" type="radio"/>	B	<input checked="" type="radio"/>
C	<input checked="" type="radio"/>	C	<input type="radio"/>
D	<input checked="" type="radio"/>	D	<input checked="" type="radio"/>
E	<input type="radio"/>	E	<input checked="" type="radio"/>

[1]

Question 6

Which of the following is the **most appropriate** reason why an organisation with seasonal work would benefit from cloud technology?

Select the correct answer.

- A There are no fixed premises to host the IT infrastructure.
- B There is an increased workload at peak times of the year.
- C IT technicians are required all year to maintain the IT infrastructure.
- D Staff would need to be trained to use the cloud technology once a year.

[1]

Question 7

Which of the following organisations would **most** benefit from cloud technology?

Select the correct answer.

- A The army
- B A marketing agency
- C The intelligence services
- D A local netball team

[1]

Question 8

Read the following statement and select if it is **true** or **false**.

One of the reasons why start-up businesses would benefit from cloud technology is because they know exactly what IT resources they require in the first year and their growth in the first year is known.

True

False

[1]

Question 9

Which of the following is the **most appropriate** reason why an online retailer would benefit from cloud technology?

Select the correct answer.

A There is an increased workload at peak times of the year.

B There are no fixed premises to host the IT infrastructure.

C Staff would need to be trained to use the cloud technology.

D IT technicians are required to maintain the IT infrastructure.

[1]

Question 10

Which of the following types of organisation would **not** benefit from cloud technology?

Select the correct answer.

- A Sole trader
- B Research and development
- C Supermarkets with online ordering
- D Organisations with a mobile workforce

[1]

Question 11

Palmer Holidays is investigating the use of cloud technology to store sensitive information about its customers.

Which of the following is **not** an example of sensitive information?

Select the correct answer.

- A Passport number
- B Name of customer
- C Bank account number
- D Hotel the customer has booked

[1]

Question 12

Some organisations may not benefit from cloud technology because there is a lack of willingness by employees to use the new systems.

Why might an employee **not** be willing to use the new systems?

Select the correct answer.

- A They will have to learn new ways of completing the task.
- B They need new functionality in the system to complete the task.
- C The current system does not run on the new software or hardware.
- D Their skills on the new system will make them more attractive to other employers.

[1]

Question 13

The health service is one type of organisation that may not benefit from cloud technology.

Select the statements from the list below why the health service may **not** benefit from cloud technology.

Select **all** the statements that apply.

- A There are concerns over the security of patient data being stored in the cloud.
- B There are concerns over the employees' ability to use the cloud to store and retrieve data.
- C There are concerns that the cloud cannot replicate the internal processes of the health care organisation.
- D There are concerns over the high upfront costs required to transfer the systems used in the health service to the cloud.

[1]

Question 14

Sonia is a capacity planner for Lakes Enterprises.

Which **two** statements **best** describe the role of capacity planner?

- A Manage incidents and problems
- B Apply chargeback costs to businesses
- C Involved in tracking total cost of cloud ownership
- D Negotiate service-level contracts with the cloud vendor
- E Cost the resource allocations with the cloud service assessments

[1]

Question 15

Read the following statement and select if it is **true** or **false**.

In cloud technology the company owns the servers whereas in outsourcing the company does not.

True

False

[1]

Question 16

Computers in Education are trying to decide between outsourcing or utilising cloud technology for some of their ICT tasks.

Which of the following tasks are **more** appropriate to be outsourced than to use cloud technology?

Select **all** the tasks that apply.

- A Storing customer data
- B Creating a company logo
- C Hosting an app that its customers can use
- D Upgrading the company's servers with the latest operating system

[1]

Question 17

Scalability is one of the considerations when choosing to implement cloud services.

Which of the following is **not** a type of scalability?

Select the correct answer.

- A Vertical
- B Diagonal
- C Horizontal
- D Symmetrical

[1]

Question 18

One of the business considerations when implementing cloud services is hardware independence.

Which of the following is the definition of hardware independence?

Select the correct answer.

- A Hardware that is standalone and not networked.
- B Hardware that can have any of its components replaced.
- C Hardware that allows any software application to run on it.
- D Hardware that allows open source applications to run on it.

[1]

Question 19

One of the business considerations when implementing cloud services is time to market.

Which of the following is the definition of time to market?

Select the correct answer.

- A The amount of time it takes to create a product.
- B The amount of time allocated to advertise the product.
- C The amount of time it takes for a product to travel to its point of sale.
- D The amount of time from conception to being available as a product.

[1]

Question 20

A company sells kitchen planning software. It is investigating the use of cloud services to deliver its product to its customers.

Why would they use the internet to distribute the product?

Select the correct answer.

- A Access to customers with mobile devices.
- B Customers require a minimum specification for it to work.
- C Easy for customers to access the product and place orders.
- D Do not have to consider the time zone the customer is in when they place an order.

[1]

Question 21

Cloud technology enhances business value by reducing integrity risks.

Which **three** of the following will reduce integrity risks?

- A Audit
- B Timestamping
- C Digital Signatures
- D User Access Control
- E Password Protection

[1]

Question 22

One advantage of using cloud technology is the ability to monitor data usage.

How does the ability to monitor data usage enhance business value?

Select the correct answer.

- A Only need to pay for the storage being used.
- B Only need to pay for the bandwidth being used.
- C Can identify the users who are doing the most work.
- D Can identify the data that is being used the most and move it to faster storage.

[1]

Question 23

Read the following statement and select if it is **true** or **false**.

Cloud technology enhances business value through its ease of providing access to data in the cloud to its users.

True

False

[1]

Question 24

Business value can be improved by increasing availability using redundancy links.

Which of the following is an example of a redundancy link?

Select the correct answer.

- A Having duplicate servers to be used for failover
- B Having multiple internet connections to distribute the load
- C Having more storage than required in preparation for future expansion
- D Having multiple operating systems running on the same server to test systems

[1]

Question 25

A&L Photographs are investigating moving their ordering system to the cloud.

Which of the following is a benefit of introducing a cloud service model?

Select the correct answer.

- A Consideration does not need to be given to the training of staff.
- B Consideration does not need to be given to the need for a backup.
- C Consideration does not need to be given to purchase of hardware.
- D Consideration does not need to be given to the security settings for the users.

[1]

Question 26

The design of the interface is one consideration when choosing which cloud service model to adopt.

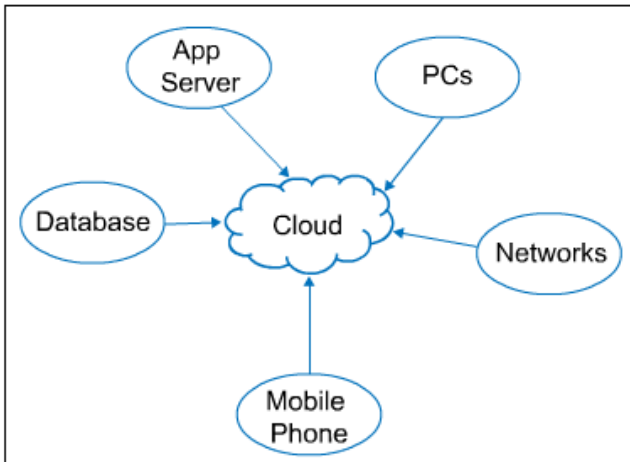
Which of the following about the interface design should be considered when choosing a cloud service model?

Select the correct answer.

- A The interface is designed around the needs of the user.
- B The interface is designed around the needs of the company.
- C The interface is designed around the options that are available.
- D The interface is designed around the limits of what the software can provide.

[1]

Question 27



Which cloud service model is shown above?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 28

Which of the following products is an example of IaaS?

Select the correct answer.

A Google Apps for Work

B Google App Engine

C Google Compute

D Google Voice

[1]

Question 29

VOIP would be part of which cloud service model?

Select the correct answer.

A CaaS

B IaaS

C PaaS

D XaaS

[1]

Question 30

Transportation as a service, healthcare as a service and security as a service are **all** examples of which type of cloud service model?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 31

Which **three** of the following are managed by the cloud provider in IaaS rather than a business?

- A
- B
- C
- D
- E
- F

[1]

Question 32

Read the following responsibilities associated with the PaaS model:

- A Maintain operating system
- B Manage server hardware
- C Develop the applications
- D Deploying the services
- E Provide development tool.

Each statement (A–E) could apply to the cloud vendor, organisation or both.

In the grid below, indicate whether each responsibility relates to **either** the cloud vendor **or** organisation, **or** both.

Cloud Vendor		Organisation	
A	<input checked="" type="radio"/>	A	<input type="radio"/>
B	<input checked="" type="radio"/>	B	<input type="radio"/>
C	<input type="radio"/>	C	<input checked="" type="radio"/>
D	<input type="radio"/>	D	<input checked="" type="radio"/>
E	<input checked="" type="radio"/>	E	<input checked="" type="radio"/>

[1]

Question 33

Read the following statement and select if it is **true** or **false**.

In SaaS cloud service model, the cloud vendor is responsible for the security of the cloud infrastructure and the organisation is responsible for the security of its own data, platform, applications systems, and networks.

True

False

[1]

Question 34

Read the following list of skills required to support an organisation's cloud model:

- A Data Profiling
- B Write highly optimised SQL
- C Test code
- D Expertise in encryption
- E Understanding of data warehousing.

Each skill (A–E) could be classified as a Security and Compliance skill, a Data Integration skill or both.

In the grid below, indicate whether each skill relates to **either** a Security and Compliance skill **or** a Data Integration skill, **or both**.

Security and Compliance		Data Integration	
A	<input type="radio"/>	A	<input checked="" type="radio"/>
B	<input checked="" type="radio"/>	B	<input checked="" type="radio"/>
C	<input checked="" type="radio"/>	C	<input checked="" type="radio"/>
D	<input checked="" type="radio"/>	D	<input type="radio"/>
E	<input type="radio"/>	E	<input checked="" type="radio"/>

[1]

Question 35

An organisation has different employees with different skills to support their cloud model. With regard to technical skills, who is the overall expert?

Select the correct answer.

- A Cloud architect
- B Capacity planner
- C Support desk staff
- D Cloud service manager

[1]

Question 36

Which skills are required to plan and deliver the transition from traditional IT to cloud services?

Select the correct answer.

- A Project management
- B Vendor management
- C Data integration
- D Business and financial

[1]

Question 37

Select **all** the statements from the list below which are applicable to Vendor Management.

- A Understanding of SLAs
- B Negotiating contracts
- C Consolidation of data
- D Understanding of costs
- E Able to answer customer queries

[1]

Question 38

Read the following statement and select if it is **true** or **false**.

An organisation will use business and financial skills to calculate the predicted cost of running the cloud service for the following year.

True

False

[1]

Question 39

Martina has been appointed as the Compliance Officer for an online travel agency. She has been given a list of tasks:

- 1 Educate the users about the information that can be collected.
- 2 Provide a framework for technological innovation to conform to.
- 3 Identify the laws in different countries that need to be met.
- 4 Ensure that all users have the appropriate qualifications for the job.

Select the correct answer that shows **all** the tasks that are related to compliance.

A 1, 2 and 3

B 1, 3 and 4

C 2, 3 and 4

D 1, 2, 3 and 4

[1]

Question 40

Simone has been asked to configure a server to be used to support cloud services. She has decided to make use of SSDs.

Which **two** statements **best** describe the advantages of using SSDs?

- A Greater storage capacity than magnetic drives
- B Increased input/output (I/O) operations per second than magnetic drives
- C Cheaper cost per MB than magnetic drives
- D Greener as less power consumption than magnetic drives

[1]

Question 41

The cloud provider makes use of networking.

Networking requires the use of devices, protocols, and services to work.

Which of the following is a service?

Select the correct answer.

- A DNS
- B QoS
- C Switch
- D TCP/IP

[1]

Question 42

What does a vendor provide in a PaaS cloud model?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 43

Read the following statement and select if it is **true** or **false**.

Network virtualisation allows a single hardware platform to support multiple virtual devices.

-
-

[1]

Question 44

Which of the following is the definition of cloud orchestration?

Select the correct answer.

- A Creation of a simulated environment to replace physical version.
- B Management of automated tasks to consolidate server workflow.
- C Processes and tools used to manually manage cloud computing workflow.
- D Separating a computer's operating system and applications from its physical hardware.

[1]

Question 45

Overheating is one cause of data centre failures. Gerome has been given several reasons why overheating can occur:

- 1 Not enough cold air is being sent to the cold aisle.
- 2 There is a lack of airflow through the cabinets.
- 3 The cooling system redundancy is lost.
- 4 The data centre doors have been left open.

Select the correct answer that shows **all** the reasons that apply.

- A 1, 2 and 3
- B 1, 3 and 4
- C 2, 3 and 4
- D 1, 2, 3 and 4

[1]

Question 46

Read the following statement and select if it is **true** or **false**.

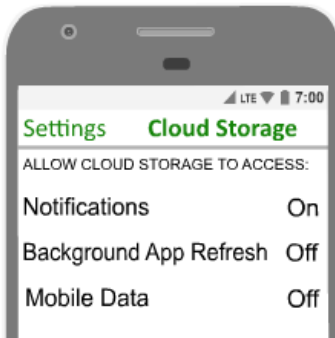
If a file is changed on your device, it will always be immediately synchronised with the cloud.

True

False

[1]

Question 47



The settings screen of a dedicated cloud app on a mobile device is shown above.

What is the consequence of the Background App Refresh being turned off?

Select the correct answer.

A You cannot go online with the app.

B You cannot download files with the app.

C The app will not synchronise files unless open.

D The app will only download files when connected to WiFi.

[1]

Question 48

Nanki is investigating integrating SaaS within a business.

Select **all** the statements from the list below which are benefits of integrating SaaS.

- A It delivers the convenience of PaaS without the restrictions of a public interface.
- B It allows the business to distribute applications within the business.
- C The business will save time by not having to configure the applications.
- D It allows the business to continue to operate its own servers to deliver the applications.

[1]

Question 49

Which of the following is an advantage of using a browser add-on to access another vendor's SaaS application?

Select the correct answer.

- A All edited files are not automatically saved back to the storage from the browser.
- B The editing interface will not be familiar to the users.
- C The application being used will not be the most up to date.
- D It does not require the application to be installed on the device.

[1]

Question 50

Which of the following data would **not** be replicated by cloud services?

Select the correct answer.

- A Backups of data
- B Incremental versions of word-processed documents
- C Corporate address lists
- D Emails with attachments forwarded to multiple recipients

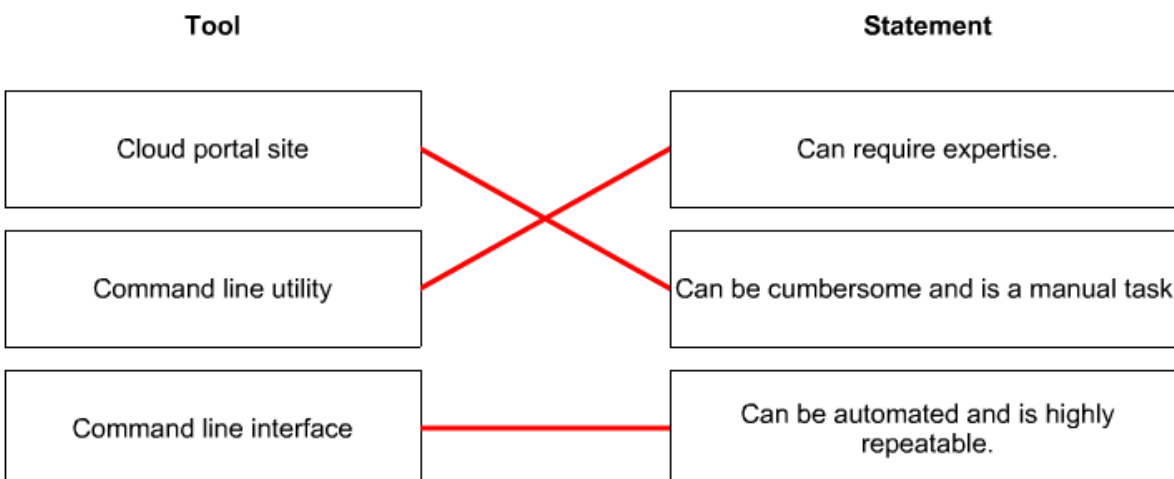
[1]

Question 51

When migrating data hosted in-house to a cloud-based service there are several software tools that can be used.

Click the tool and then link it with the appropriate statement.

To remove a link, select the linking line.



[1]

Question 52

Which of the following is an advantage of integrating SaaS with storage?

Select the correct answer.

- A All users will be able to edit all files.
- B Allows the files to be edited via the browser.
- C Everyone will be using the latest version of the application.
- D Data security compliance is for the vendor to address not the company.

[1]

Question 53

One of the considerations for adopting cloud services is whether the performance metrics of the cloud service can be monitored by the business.

Which of the following is **not** a performance metric that the business could monitor?

Select the correct answer.

- A Latency
- B Throughput
- C Response time
- D Number of concurrent users

[1]

Question 54

Progress Trainers are considering adopting cloud services to provide their customer ordering system.

They have created a list of security considerations:

- 1 Does the facility have an uninterruptable power supply?
- 2 Does the facility have security guards?
- 3 Do they have role-based access controls?
- 4 Are their operating systems fully patched and running the latest version?

Select the correct answer that shows **all** of the security considerations that apply.

- A 1, 2 and 3
- B 1, 3 and 4
- C 2, 3 and 4
- D 1, 2, 3 and 4

[1]

Question 55

As part of a cloud readiness assessment Progress Trainers need to identify cloud service opportunities.

How should cloud service opportunities be identified?

Select the correct answer.

- A Based on web survey
- B Based on business needs
- C Based on third party advice
- D Based on applications offered by the cloud service

[1]

Question 56

An outcome of a cloud readiness assessment may require Progress Trainers to change financial elements of the business to enable adoption of cloud services.

Which of the following financial elements needs to be increased?

Select the correct answer.

- A support budget
- B recruitment budget
- C maintenance budget
- D hardware purchasing budget

[1]

Question 57

Progress Trainers have agreed an exit plan with their new cloud service provider.

Which of the following is a reason for following the exit plan?

Select the correct answer.

A If the cloud vendor suffers a power cut.

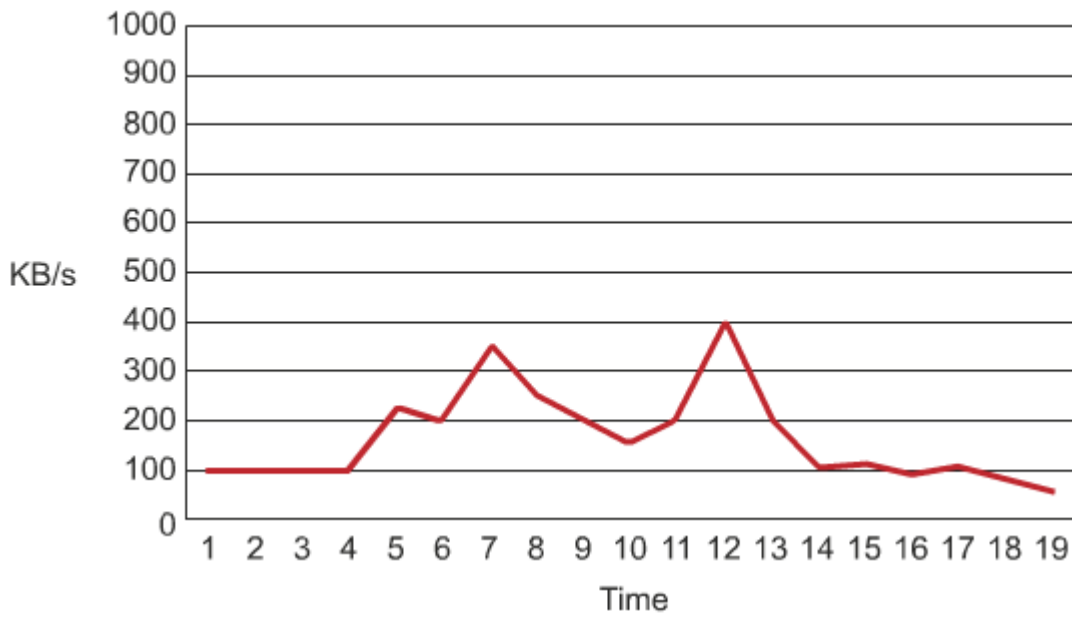
B If the cloud vendor suffers a data breach.

C If the cloud vendor increases their prices.

D If the cloud vendor fails to uphold the contract.

[1]

Question 58



Progress Sandwiches have placed their customer ordering system in the cloud.

The performance metric shown above is of disk read activity.

What can the IT department conclude from the graph?

Select the correct answer.

- A The disk is running out of storage and needs replacing.
- B The system is functioning within adequate parameters.
- C The latency on the system is increasing the time it takes to place orders.
- D The bandwidth on the network is sufficient for the number of customers placing orders.

[1]

Question 59

Progress Cars are investigating moving their mobile device management (MDM) service to the cloud. One measurement they are assessing is a provider's quality of service.

Quality of service is **best** defined as:

Select the correct answer.

- A A measure of the performance of the system
- B Guaranteed basic level of service of the system
- C The maximum bandwidth allocated to the system
- D A list of the applications provided by the service provider

[1]

Question 60

Read the following statement and select if it is **true** or **false**.

One of the items that should be in a Service Level Agreement (SLA) is Service Monitoring and Reporting.

True

False

[1]

Question 61

What is the role of disaster process recovery notification?

Select the correct answer.

- A To let everyone know a disaster has occurred.
- B To let the customers know a disaster has occurred.
- C To let the senior management know a disaster has occurred.
- D To let the disaster recovery team know a disaster has occurred.

[1]

Question 62

Progress Cars have a Service Level Agreement (SLA) with their cloud service provider.

The SLA contains a legal data release notification.

What is a legal data release notification?

Select the correct answer.

- A Allows data to be stored off-site.
- B Allows data to be transferred overseas.
- C Allows data to be given to a nominated third party.
- D Allows data to be given to the person whom it is about.

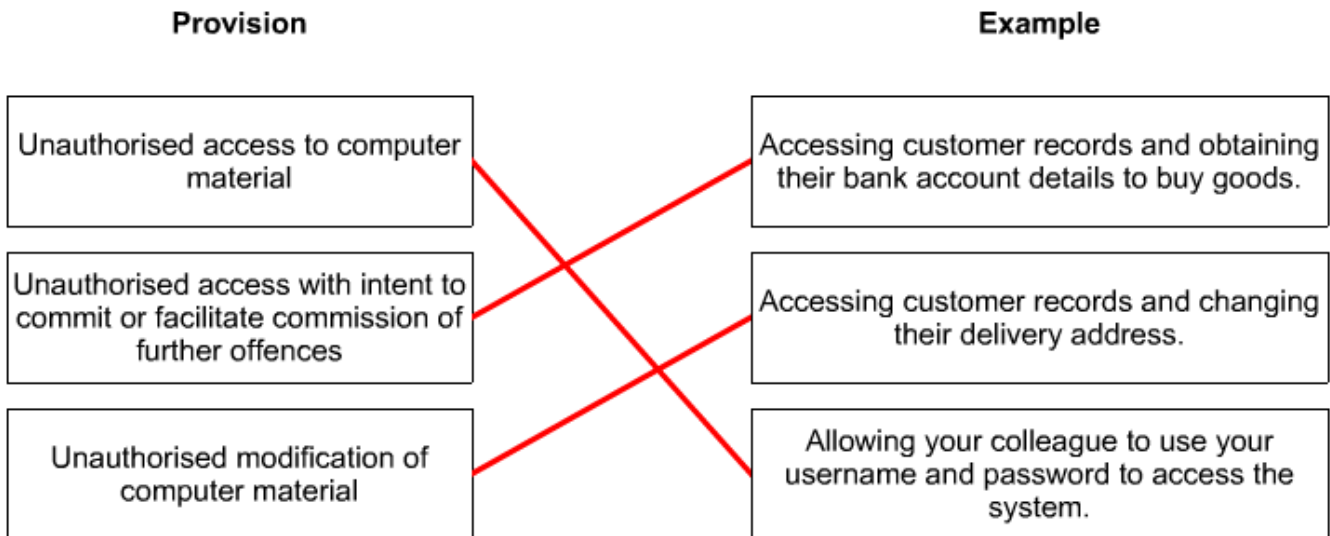
[1]

Question 63

The Computer Misuse Act 1990 contains several provisions that apply to cloud systems.

Click the provision and then link it with the most appropriate example.

To remove a link, select the linking line.



[1]

Question 64

Progress Mapping are government contractors who provide digital mapping to the armed services. They are covered by the Official Secrets Act.

Which of the following is **not** a requirement of the Official Secrets Act?

Select the correct answer.

- A Progress Mapping to prevent access to sensitive data.
- B Progress Mapping to identify to its staff which data is sensitive.
- C Progress Mapping to implement measures to protect sensitive data.
- D All individuals within Progress Mapping who have access to sensitive data to have signed the Official Secrets Act.

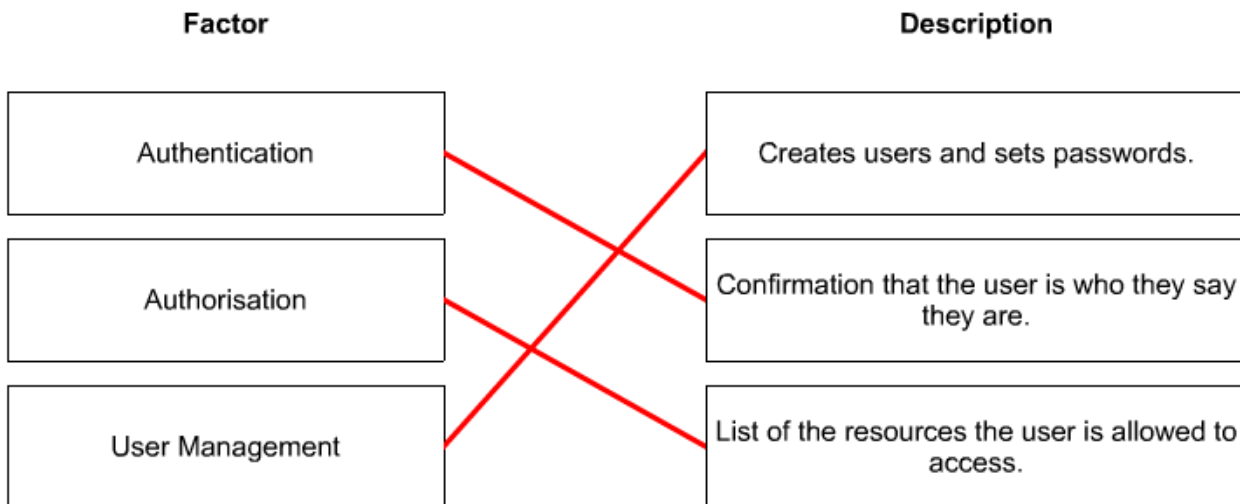
[1]

Question 65

Lambe's Music manage the rights of users of their cloud system using authentication, authorisation and user management factors.

Click the factor and then link it with the most appropriate description.

To remove a link, select the linking line.



[1]

Question 66

Which of the following is **not** a privacy concern about the cloud?

Select the correct answer.

- A Where the data is stored
- B The amount of personal data stored
- C The number of people who have access to the data
- D What happens to the data if the cloud provider goes out of business

[1]

Question 67

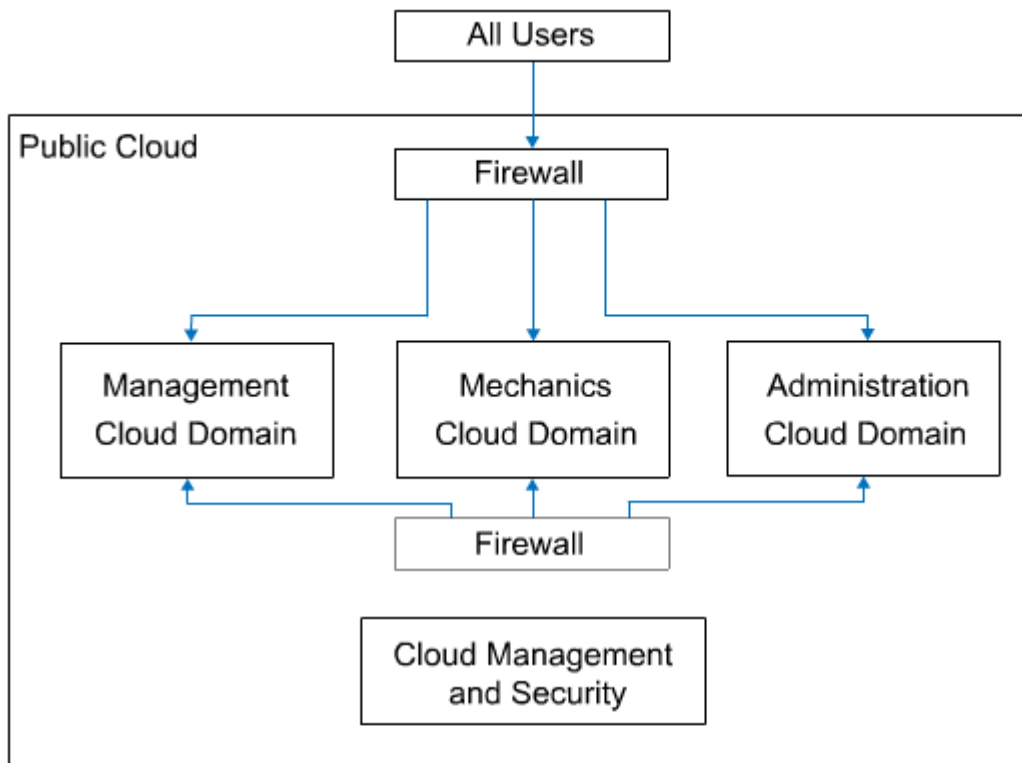
Which of the following cloud security risks is **not** an external threat?

Select the correct answer.

- A Hacking
- B DDOS Attack
- C Misconfiguration of firewall
- D Users reusing passwords on multiple sites

[1]

Question 68



The cloud infrastructure used by Stuart Cars is organised as shown in the diagram above.

Which method of security are Stuart Cars using to protect the data?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 69

Some key skills are:

- The ability to choose cloud consumption strategies and set allocations;
- The ability to calculate actual use and reconcile with predicted use;
- The ability to use SQL reporting to produce reports of actual v predicted usage;
- To combine bottom-up modelling with top-down checking of trends, to ensure an accurate model;
- To work with other analysts in Sales, Engineering, and Customer Management to check models and predictions based on future needs.

Suzanne is looking to employ new staff to deliver her cloud services. She has found examples of some job descriptions.

Which type of job does the description shown above relate to?

Select the correct answer.

- A Capacity planner
- B Cloud architect
- C Cloud service manager
- D Support desk staff

[1]

Question 70

What does PaaS stand for?

Select the correct answer.

A People as a Service

B Project as a Service

C Protocol as a Service

D Platform as a Service

[1]

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