

**CAMBRIDGE TECHNICALS LEVEL 3 (2016)**

**Examiners' report**

**IT**

**05838–05842, 05877, 05885, 05886**

**Unit CC January 2021 series**

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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.

A full copy of the question paper is attached as an Appendix at the end of this report. The mark scheme can be downloaded from OCR.

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## Unit CC series overview

Despite an entry in line with January 2019 and 2020, there were just 49 candidates that sat this Unit CC test in January 2021, due to candidates and centres being affected by Covid-19 pandemic.

### General comments on the paper

The breadth of knowledge to be covered within this unit meant that some learning outcomes (LOs) seemed to be better known and understood than others. Based on statistical data, for all items in the test, candidates were most successful on questions targeting LO 6, closely followed by LO 1 and LO 7.

#### Learning outcome 1: questions 1 - 15

LO1 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 8, 12, 13 and 14 and very few candidates achieving the marks for questions 2, 7 and 15.

#### Learning outcome 2: questions 16 - 27

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on questions 23 and 27, but less well on question 24.

#### Learning outcome 3: questions 28 – 47, 70

LO3 requires candidates to understand the requirements of cloud services. Questions targeting this LO had a very mixed response. Most candidate achieved the marks for questions 35 and 36, whereas questions 30, 31, 45 and 47 were often incorrect.

#### Learning outcome 4: questions 48 - 52

LO4 requires candidates to understand the features of cloud storage. Questions targeting this LO were not well answered and statistics showed the weakest candidate performance here. Only question 51 was correctly answered by all candidates.

#### Learning outcome 5: questions 53 - 62

LO5 requires candidates to understand the deployment requirements for cloud-based services for organisations. The strongest performance for this LO was seen in this series, suggesting a better understanding of this LO than previously seen. Questions 53, 58 and 59 were well answered, with 55 and 56 being less successful.

#### Learning outcome 6: questions 63 - 65

LO6 requires candidates to know the regulatory issues that impact cloud technology. There were just three questions targeting this LO. Responses to question 64 were weak, but a large majority of candidates were successful with questions 63 and 65.

#### Learning outcome 7: questions 66 - 69

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. Of the four questions targeting this LO, candidates were most successful with question 68 and less well answered was question 67.

## Appendix 1 Questions

### Question 1

One of the characteristics of cloud technology is ubiquitous access.

Which of the following is the **most** appropriate definition of ubiquitous access?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 2

Joanna has been told that one of the features of cloud technology is on-demand self-service.

Which **three** statements best describe on-demand self-service?

- A  Unilateral access to the cloud.
- B  Resources are self-provisioned.
- C  IT resources are scaled as required.
- D  Cloud platform keeps track of usage.
- E  Usage of the resources can be automated.
- F  Software programs isolate users from each other.

[1]



### Question 3

Which of the following **three** scenarios would be best suited for a pay-as-you-grow model?

- A  A business that sees an unexpected growth spurt.
- B  A business that has just acquired another company.
- C  A business that has predicted a small annual sales increase.
- D  A business that has an unchanged customer base from year to year.
- E  A business that has launched a new product and is unsure of the potential sales.

[1]

### Question 4

Select the tasks from the list below which are **most** likely be automated in a data centre.

Select **all** the statements that apply.

- A  Patching systems.
- B  Changing passwords.
- C  Creating new accounts.
- D  Allocating resources to customers.

[1]

## Question 5

Which type of cloud architecture is associated with cloud bursting?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 6

John works for a company that sells Christmas decorations.

Why would the company benefit from using cloud technology?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 7

Madeleine works for a company that sells digital photographs of the Lake District.

Which **two** statements **best** describe the benefits to the company of using cloud technology?

- A  The sales of photographs are seasonal.
- B  There are no fixed premises to host the IT infrastructure.
- C  Business growth is uncertain so there is a need for flexibility.
- D  The company has a lack of capital and cloud computing is cheaper.

[1]

## Question 8

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

A company whose customer base varies from month to month would benefit from using cloud technology.

True
False

[1]

## Question 9

Which **two** statements **best** describe the benefits of using cloud technology for an organisation that has a global workforce?

- A
- B
- C
- D

[1]

## Question 10

Which of the following is the main reason why intelligence services may **not** benefit from cloud technology?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 11

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

One of the reasons why organisations may not benefit from cloud technology is because of a perceived lack of technical know-how.

True

False

[1]

## Question 12

Click the organisational role and then link it with the appropriate role description.

To remove a link, select the linking line.

### Organisational role

Support desk staff

Vendor management staff

Network operation centre staff

### Role description

Negotiate service level contracts

Monitor cloud resources

Manage incidents and problems

[1]

## Question 13

Which of the following is one of the roles of vendor management staff?

Select the correct answer.

- A Maintains the database of employees' records.
- B Updates contracts with the cloud vendor to meet changes.
- C Researches potential new customers and advertises services to them.
- D Identifies training requirements and finds relevant courses for employees.

[1]

## Question 14

Which of the following is one of the roles of the support desk staff?

Select the correct answer.

- A Tracks total cost of cloud ownership.
- B Responsible for managing cloud resources.
- C Aids users during transfer from traditional IT to cloud services.
- D Responsible for the transition of operations from traditional IT to cloud services.

[1]

## Question 15

Some key responsibilities are:

- Create a cloud strategy and manage the adaption process.
- Regularly evaluate cloud applications, hardware, and software.
- Work closely with IT security to monitor the company's cloud privacy.
- Offer guidance in transfers into the cloud.

Rebecca is looking to employ new staff to assist with the delivery of cloud services. She has found example descriptions of different job roles online.

Which job role does the description above relate to?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 16

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

One difference between cloud technology and outsourcing is that with outsourcing the company owns the servers.

[1]

## Question 17

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

A private cloud involves the delivery of services as if they were outsourced to a public cloud, but are created internally.

 True False

[1]

## Question 18

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

Service Level Agreements (SLAs) are required with cloud technology but not outsourcing.

 True False

[1]



## Question 19

Praag is comparing the costs of outsourcing the company's servers with the utilisation of cloud technology.

Select the correct answer that shows all of the costs that apply to **both** outsourcing and cloud technology.

- 1 Training costs.
- 2 Initial transition costs.
- 3 Vendor search and contracting costs.
- 4 Costs associated with managing the outsourcing effort.

A 1, 2 and 3

B 1, 3 and 4

C 2, 3 and 4

D 1, 2, 3 and 4

[1]

## Question 20

Joshua is investigating the business benefits of cloud services. He has been told one of them is hardware independence.

Select **all** the statements from the list below that are advantages of hardware independence.

- A  You can buy all computers of the same type and get a bigger discount.
- B  There is no need to buy a special version of a program for a particular device.
- C  If you change computers, your existing applications and documents are still available.
- D  If you move to a portable device, your existing applications and documents are still available.

[1]

### Question 21

The following are costs associated with the use of cloud services:

- A Resiliency service
- B Up-to-date anti-virus software
- C Monitoring and alerting solution
- D The resources that you consume
- E Internet connection to access services
- F Access to development servers for new products

Each cost (**A–F**) could be **either** a fixed **or** a variable cost.

In the grid below, indicate whether each cost relates to **either** fixed **or** variable.

Fixed		Variable	
A	<input type="radio"/>	A	<input type="radio"/>
B	<input type="radio"/>	B	<input type="radio"/>
C	<input type="radio"/>	C	<input type="radio"/>
D	<input type="radio"/>	D	<input type="radio"/>
E	<input type="radio"/>	E	<input type="radio"/>
F	<input type="radio"/>	F	<input type="radio"/>

[1]

### Question 22

The following are costs associated with the use of cloud services:

- A Resiliency service
- B Up-to-date anti-virus software
- C Monitoring and alerting solution
- D The resources that you consume
- E Internet connection to access services
- F Access to development servers for new products

Each cost (**A–F**) could be **either** a fixed **or** a variable cost.

In the grid below, indicate whether each cost relates to **either** fixed **or** variable.

Fixed		Variable	
A	<input type="radio"/>	A	<input type="radio"/>
B	<input type="radio"/>	B	<input type="radio"/>
C	<input type="radio"/>	C	<input type="radio"/>
D	<input type="radio"/>	D	<input type="radio"/>
E	<input type="radio"/>	E	<input type="radio"/>
F	<input type="radio"/>	F	<input type="radio"/>

[1]

## Question 23

Roger is investigating cloud services and their benefits.

One benefit of cloud services is the ability to monitor disk usage.

What is meant by disk usage?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 24

Tom has found out that using redundancy links in cloud technology is beneficial.

Select the correct answer that shows **all** the reasons why redundancy links are beneficial to a business.

- 1 Enables system to continue if there is a hardware failure.
- 2 Ensures there is a backup of the data in case of natural disaster.
- 3 Allows software upgrades to be performed whilst system is live.
- 4 Allows for load balancing across servers to reduce processor use.

- A
- B
- C
- D

[1]

## Question 25

Why does using the cloud to develop applications improve the speed of development and deployment?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 26

One of the benefits of a cloud-based service model is that there is a simplified interface for user groups.

Why is a simplified interface for user groups a benefit?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 27

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

Self-dash service models enable user experience provision and are to be used when determining which platform to adopt.

- 
- 

[1]

## Question 28

Read the following list of services provided by two different cloud delivery models:

- A Email
- B Streaming
- C Decision support
- D Customer management
- E Application development
- F Web based payment systems

Each service (**A–F**) could apply to **either** SaaS, **or** PaaS **or** both.

In the grid below, indicate whether each service relates to **either** SaaS, **or** PaaS **or** both.

SaaS		PaaS	
A	<input type="radio"/>	A	<input type="radio"/>
B	<input type="radio"/>	B	<input type="radio"/>
C	<input type="radio"/>	C	<input type="radio"/>
D	<input type="radio"/>	D	<input type="radio"/>
E	<input type="radio"/>	E	<input type="radio"/>
F	<input type="radio"/>	F	<input type="radio"/>

[1]



### Question 29

Click the cloud service model and then link it with the appropriate description.

To remove a link, select the linking line.

Cloud service model	Description
IaaS	A cloud service model which is typically used to make a reusable cloud service widely available to a range of cloud consumers.
SaaS	Any technology which is delivered over the internet.
XaaS	A cloud service model which represents a self-contained IT environment that can be accessed and managed via the cloud.

[1]

### Question 30

Which of the following is an example of SaaS?

Select the correct answer.

- A Zoho
- B Google Voice
- C Microsoft Azure
- D Amazon Web Services

[1]

## Question 31

Crimp Technical Support is considering implementing CaaS to run alongside its existing cloud service models.

Which of the following is a benefit of introducing CaaS?

Select the correct answer.

- A Backup is retained on site.
- B All transmission can be encrypted.
- C All devices will be running the latest software.
- D Service is scalable to cope with increased demand.

[1]

## Question 32

**General Purpose**

High Performance, RAID-10 protected SSD Storage

Redundant 10-Gigabit networking

Disk I/O up to ~35,000 4K random reads IOPS and ~35,000 4K random writes IOPS

Name	RAM	vCPUs	System Disk	Bandwidth	Raw	Managed
Option 1	1GB	1	20GB SSD	200Mb/s	£0.024/hr	£0.0035/hr
Option 2	2GB	2	40GB SSD	400Mb/s	£0.048/hr	£0.007/hr
Option 3	8GB	8	160GB SSD	1,600Mb/s	£0.192/hr	£0.028/hr

Colin has been getting quotations for different cloud service models. He has received the quotation shown in the screenshot above.

Which cloud service model has he been quoted for?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 33

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

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

[1]

## Question 34

Which of the following is managed by the business in PaaS rather than the cloud provider?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 35

In which of the following cloud service models does the cloud vendor provide the application and the organisation use the application?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 36

Click the cloud service model and then link it with the appropriate organisational responsibility.

To remove a link, select the linking line.

### Cloud service model

IaaS
PaaS
SaaS

### Organisational responsibility

Provide development platform
Create virtual server
Provide applications

[1]

## Question 37

Anisha works for a travel company and has been asked to conduct an audit of skills required to support their cloud model.

Which of the following skillsets is required for all support roles?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 38

Some key skills are:

- Knowledge of complex ICT systems interfaces.
- Experience of developing capabilities of ICT to meet business needs, including IT systems requirements specification.
- Experience of managing stakeholder relationships and the ability to manage and resolve conflict.
- To be able to meet challenging deadlines and deliver targets under pressure.
- Experience of managing budgets.
- Experience of managing organisational change.
- Experience of risk identification, mitigation, and management.

DogBeds are expanding their company and moving their IT services into the cloud. They have advertised for individuals with relevant skills to assist with the transition and management of the cloud services.

Which job role are DogBeds advertising for in the advert above?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 39

Which of the following is the responsibility of the vendor manager?

Select the correct answer.

- A Consolidating data from disparate sources.
- B Monitoring the Service Level Agreement (SLA).
- C Delivering the transition from traditional IT to cloud-based services.
- D Checking that the organisation does not compromise compliance regulations.

[1]

## Question 40

Simon works for a recruitment agency and is mapping skills to the different jobs that exist within the cloud services industry.

Select the correct answer that shows all the jobs that require business and financial skills.

- 1 Cloud architect
- 2 Capacity planners
- 3 Vendor managers
- 4 Cloud service managers

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

[1]



## Question 41

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

When moving to the cloud, responsibility for compliance still remains with the organisation and not the cloud provider.

True

False

[1]

## Question 42

Which storage solution would be **most** ideal for environments in which performance (read and write) is more important than fault tolerance?

Select the correct answer.

A One 1TB hard drive

B Two 500GB hard drives in RAID 0

C Two 500GB hard drives in JBOD array

D Two 500GB hard drives in hardware RAID 1

[1]

## Question 43

Which network device is described below?

A device that is connected to multiple networks through which it forwards packets.

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 44

Software is required to enable cloud services to work.

Which of the following is **not** a suitable operating system to provide cloud services?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 45

Which of the following cannot be virtualised in a cloud environment?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 46

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

Orchestration is about single tasks whereas automation is about processes and workflow.

- 
- 

[1]

### Question 47

Select the actions from the list below which will assist in the cooling of data centres without increasing power consumption.

Select **all** the actions that apply.

- A  Make use of spot cooling.
- B  Increase the numbers of fans in each server.
- C  Organise the wires at the back of the servers.
- D  Install blanking plates in open areas of server racks.

[1]

### Question 48

Read the following list of cloud storage services:

- A Box.com
- B OneDrive
- C Dropbox
- D Google Drive
- E OneDrive for Business

Each service (**A–E**) could apply to **either** consumer storage, **or** corporate storage **or** both.

In the grid below, indicate whether each service relates to **either** consumer storage, **or** corporate storage **or** both.

Consumer storage		Corporate storage	
A	<input type="radio"/>	A	<input type="radio"/>
B	<input type="radio"/>	B	<input type="radio"/>
C	<input type="radio"/>	C	<input type="radio"/>
D	<input type="radio"/>	D	<input type="radio"/>
E	<input type="radio"/>	E	<input type="radio"/>

[1]

## Question 49

Toni has a personal cloud storage service and has been provided with a business one by her company.

Why should Toni NOT use her personal cloud storage service option for business related files?

Select the correct answer.

- A  The business cannot access her personal account.
- B  The business account has been paid for, but the personal account is free.
- C  She can only access the personal account from home.
- D  The personal account does not have any security and anyone can access it.

[1]

## Question 50

**Share CloudProposalv1.docx**

Invite People

---

Share Link

Link sharing is Off. [Turn on link sharing.](#)

Tom has created a proposal to introduce cloud services into his company.

What permission level is shown in the image above?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 51

What is the difference between view and edit permission levels?

Select the correct answer.

- A View allows you to save the file, edit does not.
- B View allows you to see the contents, edit does not.
- C View allows you to copy the contents, edit allows you to delete the file.
- D View allows you to see the contents, edit allows you to change the contents.

[1]

## Question 52

Prints4U have decided to use AWS Snowball to transfer their data to the cloud.

Select the statements from the list below which are benefits of using AWS Snowball to transfer data to the cloud.

Select **all** the statements that apply.

- A Data is immediately available.
- B High bandwidth not required.
- C Data cannot be intercepted in transit.
- D Data can be changed and edited whilst in transit.
- E Increased costs for using allocated monthly bandwidth are not incurred.

[1]

## Question 53

Which of the following needs to be considered as part of the deployment requirements for cloud-based services?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 54

What must an organisation do as part of the deployment requirements for cloud-based services?

Select the correct answer.

- A
- B
- C
- D

[1]



## Question 55

Why must a pilot programme be set up as part of the cloud readiness assessment?

Select the correct answer.

- A To start transferring the data into the cloud.
- B To identify the apps which can be transferred.
- C To understand the risks so they can be managed.
- D To identify which type of changeover method is to be used.

[1]

## Question 56

Which of the following is the role of the IT department when choosing cloud services?

Select the correct answer.

- A Advise on application lifecycle.
- B Advise on compliance requirements.
- C Advise on how much to pay per annum.
- D Advise on operating system specifications.

[1]

## Question 57

Jemima is part of a team choosing a cloud provider for Mannering Holidays. One of her roles is to assist with understanding performance metrics.

The following performance metrics are available:

- A Latency
- B Seek time
- C Bandwidth
- D Throughput
- E TCP re-transmissions

Each performance metric (**A–E**) could apply to **either** the network, **or** the storage **or** both.

In the grid below, indicate whether each performance metric relates to **either** the network, **or** the storage **or** both.

Network		Storage	
A	<input type="radio"/>	A	<input type="radio"/>
B	<input type="radio"/>	B	<input type="radio"/>
C	<input type="radio"/>	C	<input type="radio"/>
D	<input type="radio"/>	D	<input type="radio"/>
E	<input type="radio"/>	E	<input type="radio"/>

[1]

## Question 58

A cloud service provider has guaranteed that its Quality of Service (QoS) will be a minimum of 99.95% over the year.

What does a QoS of 99.95% mean?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 59

Which of the following would be included in a Service Level Agreement (SLA)?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 60

A Service Level Agreement (SLA) includes dispute resolution procedures.

Which of the following would **not** be included in the dispute resolution procedures?

Select the correct answer.

- A Consequences.
- B Amounts of fines.
- C Escalation process.
- D Appeal procedures.

[1]

## Question 61

Why does the company need to include the data location in a Service Level Agreement (SLA)?

Select the correct answer.

- A Need to know where it is held.
- B Need to know if it is likely to be stolen.
- C Need to know if it is transmitted outside the EEA.
- D Need to know the security procedures surrounding access to the data.

[1]

## Question 62

Data breach notifications need to be part of a Service Level Agreement (SLA).

Which of the following would **not** be a part of the data breach notification from the cloud provider to the organisation?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 63

Tom works for a company who are based in Germany. He is investigating cloud storage providers and is concerned about where the data storage would be located.

Which of the following statements about the storage of data is correct?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 64

What is the regulatory issue regarding transfer of data to other parts of the world?

Select the correct answer.

- A  It is not allowed.
- B  There is no regulatory issue.
- C  It is allowed if the data subject has given consent.
- D  It is only allowed if approved by the Information Commissioner.

**[1]**

## Question 65

### Daily International

#### *Hacker picked up by police*

A 32-year-old woman has been arrested on suspicion of hacking into the emails of the Chief Executive of OCR. It is believed she found her password and used that to access the emails.

The report above appeared in a newspaper.

Which legislation would the hacker be charged under?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 66

Tailor Maid is a company that produces monthly magazines about sewing. They are moving their IT infrastructure to the cloud and need to make some employees redundant.

Which job role is **not** needed in a company, when they replace their physical infrastructure with cloud services?

Select the correct answer.

- A  Cloud architect
- B  Network manager
- C  Server administrator
- D  Frontline technical support

[1]



## Question 67

⊖ PING ms	⬇️ DOWNLOAD Mbps	⬆️ UPLOAD Mbps
20	36.21	8.70

Terri has been experiencing slow data transfer between the computer in her office and the company cloud provider. She has been transferring small text files.

Terri has run a network analyser and the results are shown in the screenshot above.

What can Terri infer from the results of the network analyser?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 68

Why does the person responsible for overseeing incident management need to be made aware that an incident has occurred?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 69

Graham works on the support desk for a cloud provider. Following a data breach, he has been given the task of keeping the incident documentation updated.

Why must the incident documentation be kept updated?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 70

What does XaaS stand for?

Select the correct answer.

- A Xenon as a Service
- B All things as a Service
- C Something as a Service
- D Everything as a Service

[1]

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