

**Cambridge Technicals
IT**

Unit 2: Global Information

Level 3 Cambridge Technical in IT
05838 – 05842/05877

Mark Scheme for January 2022

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.

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Annotations - These are the annotations to be used when marking Unit 2:

Annotation	Meaning
	Tick – correct answer
	Cross – incorrect answer
	Plus – use for positives
	Minus – use for negatives
L1	Level 1
L2	Level 2
L3	Level 3
BOD	Benefit of doubt (This does count as a mark – so do not ‘tick’ as well)
^	Omission mark
V	Too vague
R	Repeat
 or 	Noted but no credit given



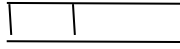


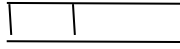


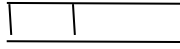
Question			Answer	Marks	Guidance
1	(a)		<ul style="list-style-type: none"> • (Internal / external) hard drive (1) • Magnetic tape (1) 	2	<i>For 1 mark each Accept abbreviations e.g. HDD</i>
1	(b)		<p>Possible description of one advantage and one disadvantage include:</p> <p>Advantage:</p> <ul style="list-style-type: none"> • An <u>external</u> hard drive (1) can be used and stored off site / in a safe place (1) • Can store a large amount of data (1) so multiple backups can be stored (1) • Cheap form of storage (1) per megabyte of storage (1) • Any other valid suggestion <p>Disadvantage:</p> <ul style="list-style-type: none"> • External / portable devices (1) can be easily damaged/lost (1) • Mechanical failure/ crash (1) and may lose/corrupt/damage the data stored on it (1) • Has a finite / definitive amount (1) of storage space (1) • Any other valid suggestion 	4	<i>Up to two marks each for valid advantage and disadvantage</i>
2	(a)	(i)	<ul style="list-style-type: none"> • Closed (1) 	1	<i>This is the only correct answer</i>
2	(a)	(ii)	<p>Possible descriptions of benefits include:</p> <ul style="list-style-type: none"> • Can only be accessed (1) by registered users (1) • Less prone to unauthorised access / hackers (1) as protected by security procedures / log-in details (1) • Access logs / Audit trails can be available (1) based on login details used (1) • Any other valid suggestion 	4	<i>Up to two marks each for two benefits described To be considered for marks for this part of the Q, marks must have been awarded for Q2a(i)</i>

Question			Answer	Marks	Guidance
2	(b)	(i)	<ul style="list-style-type: none"> • (Username <u>AND</u>) Password (1) • Log-in (details) (1) 	1	
	(b)	(ii)	<p>Possible explanations of how this security method will increase the security include:</p> <ul style="list-style-type: none"> • A password restricts access to the catalogue (1) without a correct / strong password (1) the catalogue cannot be accessed (1) • Can be used with a user ID (1) to authenticate the user (1) so access to the catalogue is limited to a specific group of users / registered users (1) • The log-in details can be linked to school contact details (1) so only schools who have registered (1) will receive the books (1) • Any other valid suggestion 	3	<i>To be considered for marks for this part of the Q, marks must have been awarded for Q2b(i)</i>

Question		Answer	Marks	Guidance
2	(c)	<p>Possible identification of rules that should be followed by the schools includes:</p> <ul style="list-style-type: none"> • Do not use a family name/easily guessable word (accept an example) (1) • Do not use a password used elsewhere (1) • Include numbers / symbols (1) • Use upper <u>and</u> lower-case letters (1) • Minimum of 8 characters) (1) • Do not include a space (1) • Any other valid suggestion 	2	1 mark for each of 2 rules identified.
3*		<p>Indicative content includes:</p> <ul style="list-style-type: none"> • Known as the digital divide • Internet access may be limited • Countries may not have full functioning computer systems • Internet access may be limited by the government • Upload / download speeds may not be fast enough to carry out the browsing of the books section • Intermittent access due to lack of infrastructure / location • Unstable access may mean that browsing / ordering of the books is interrupted. 	10	<p>Level 3 [7-10 marks] The learner has explained more than one access issue that could arise in these countries when the schools are ordering books from the Book_Shelve website. Examples provided are relevant</p> <p>Subject specific terminology and knowledge will be clearly used to support and inform the explanations.</p> <p><i>There is a well-developed line of reasoning which is clear and logically structured. The information presented is relevant and substantiated.</i></p>

Question		Answer	Marks	Guidance
		<ul style="list-style-type: none"> Any other valid suggestion 		<p>Level 2 (4 – 6 marks) The learner has described at least one access issue that could arise. Examples provided may not be relevant.</p> <p>At the bottom of the mark band, the learner may describe generic issues relating to access.</p> <p><i>There is a line of reasoning presented with some structure. The information presented is for the most part relevant and supported by some evidence.</i></p> <p>Level 1 (1 – 3 marks) The learner has identified points relating to the access issues that could occur.</p> <p><i>The information is basic and communicated in an unstructured way. The information is supported by limited evidence and the relationship to the evidence may not be clear.</i></p> <p>0 marks = Nothing worthy of credit.</p>
4	(a)	<p>Possible identification of the process with description include:</p> <ul style="list-style-type: none"> (Collecting, Storing) Retrieving (1) A query is carried out (1) on the catalogue of books section (1) The query is based on (1) age range / subject <u>and</u> type of books / textbook / revision guide (1) Selection of titles (1) and number of books required (1). Any other valid suggestion 	4	<p>1 Mark – Identification of process. 2nd / 3rd / 4th Marks – description of process</p> <p><i>Candidates can be awarded marks for the description of the process if they have not been awarded the identification mark.</i></p>
4	(b)	<ul style="list-style-type: none"> Internal (1) 	1	<i>This is the only acceptable answer</i>

Question		Answer	Marks	Guidance
5	(a)	<p>Possible explanation of why the photographs and statement is included in the external communication category of information includes:</p> <ul style="list-style-type: none"> • The photographs / statement contains a message (1) to the donors / Book_Shelve (1) • The schools/outside the company (1) create the statement / photograph (1) and send into Book_Shelve (1) • The photographs / statement come from the schools / students/outside the company (1) who have received the books (1) • Any other valid suggestion 	4	<p>Up to 4 marks for an explanation</p> <p>Outside the company is external</p>
5	(b)	<p>Justification of the information style includes:</p> <ul style="list-style-type: none"> • The schools are located in countries around the world (1) • English may not be the 1st language (1) • Video speech will need to be translated (1) so that the donors / charity can understand the message (1) • If English is used (1) then the accents may be difficult for the charity / donors to understand (1) so subtitles will make the message understandable. (1) • Hearing disability (1) to allow access for full range of users (1) • Background noise on video (1) can interfere with hearing the message (1) • Noisy environment (1) need to turn volume down (1) • Any other valid suggestion 	4	<p>Up to 4 marks for a justification of the subtitle information style</p> <p>Allow mix and match</p>

Question		Answer	Marks	Guidance						
6	(a)	<p>Identification and justification of classification of data include:</p> <ul style="list-style-type: none"> • Business (1st) • The appointments are data that applies (1) to the hairdressers (1) • The appointments are crucial (1) to the running of the business / hairdressers (1) • Any other valid suggestion 	3	<p>1st Mark – Identification of data classification. 2nd / 3rd Marks – justification of data classification</p>						
6	(b)	<p>DFD components include:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 50px;"></td> <td>Data Flow</td> </tr> <tr> <td style="text-align: center;"></td> <td>Process</td> </tr> <tr> <td style="text-align: center;"></td> <td>Data Store</td> </tr> </table>		Data Flow		Process		Data Store	4	<p>Max two marks per symbol.</p> <p>These are the symbols shown in the textbook, allow others if correct.</p> <p>DNA external entity</p>
	Data Flow									
	Process									
	Data Store									
6	(c)	<p>Possible description of qualitative data and example to include:</p> <ul style="list-style-type: none"> • Data that describes (1) • Does not measure (1) • Does not include numbers / measurements (1) • Example e.g. Hairdresser name / day of appointment / name of client / service required (1) • Any other valid suggestion 	3	<p>Up to three marks for valid description including example.</p> <p>To be awarded full three marks an example must be provided.</p> <p>The example must be relevant to the booking system</p>						

Question			Answer	Marks	Guidance
7	(a)		<p>Possible description of two impacts include:</p> <ul style="list-style-type: none"> • Clients may have to change financial details / identity theft (1) as confidential data may be accessible to others (1) • Loss of reputation (1) as the hairdressers has failed to meet their legal obligations / comply with GDPR / DPA (1) • Possible financial implications / have to pay compensation (1) due to loss of information belonging to the clients / staff (1) • Any other valid suggestion 	4	<p>Up to 2 marks for each of 2 impacts described.</p> <p>Do NOT allow</p> <ul style="list-style-type: none"> • <i>Loss of services and access to these services</i> as this is given in the Q • <i>National Security</i> as this is not applicable to the scenario of a hairdresser.
7	(b)		<p>An explanation of why the personal information classification is used include:</p> <ul style="list-style-type: none"> • The contact details (1) are information about a person / client (1) • The contact details should not be seen by anyone (1) who is not authorised to do so (1) and should be kept securely (1) • The details are covered by the DPA / GDPR (1) • Permission should be given (1) before the contact details are shared with anyone. (1) • Any other valid suggestion 	4	<p>Up to 4 Marks for an explanation of why the personal information classification is used</p>
7	(c)	(i)	<ul style="list-style-type: none"> • GDPR / DPA (1) 	1	<p><i>This is the only correct answer.</i></p> <p>Ignore any reference to the year</p>

Question			Answer	Marks	Guidance
7	(c)	(ii)	<p>Description of 2 actions that need to be taken to comply to include:</p> <ul style="list-style-type: none"> • Maintain security (1) to ensure clients data is safe (1) • Check client's data is up to date (1) on a regular basis (1) • Remove client's data (1) when they stop using the hairdresser (1) • Not use the data for any other purpose (1) that that it was collected for (1) • Any other valid suggestion 	4	<p><i>To be considered for marks for this part of the Q, marks must have been awarded for Q7c(i)</i></p> <p>2 marks for each of 2 actions described</p>

Question		Answer	Marks	Guidance
7	(d)	<p>Indicative content:</p> <ul style="list-style-type: none"> • Appointments missed by clients leading to loss of revenue • Incorrect appointments booked by clients so stylist may not be available • Double booking of appointments for the same day / time / stylist meaning two clients arrive at the same time • Appointments being shown on online appointments page being incorrect meaning confidence is low • Appointments not being made unavailable when booked by a client meaning appointments can be double booked • Loss of reputation if online booking page is unreliable • Clients may not be able to be reminded if client details are incorrect so appointments may be missed • Any other valid suggestion 	10	<p>Level 3 [7-10 marks] The learner has explained more than one consequence of poor information to the hairdresser.</p> <p>Examples provided are relevant</p> <p>Subject specific terminology and knowledge will be clearly used to support and inform the explanations.</p> <p><i>There is a well-developed line of reasoning which is clear and logically structured. The information presented is relevant and substantiated.</i></p> <p>Level 2 (4 – 6 marks) The learner has described at least one consequence of poor information to the hairdresser.</p> <p>Examples provided may not be relevant.</p> <p>At the bottom of the mark band, the learner may describe generic consequences of poor information.</p> <p><i>There is a line of reasoning presented with some structure. The information presented is for the most part relevant and supported by some evidence.</i></p> <p>Level 1 (1 – 3 marks) The learner has identified points relating the holding of poor information.</p> <p><i>The information is basic and communicated in an unstructured way. The information is supported by limited evidence and the relationship to the evidence may not be clear.</i></p> <p>0 marks = Nothing worthy of credit.</p>

Question		Answer	Marks	Guidance
8	(a)	<p>Possible description of the purpose of Green IT to include:</p> <ul style="list-style-type: none"> • To use computers / IT resources (1) in an efficient / environmentally responsible way (1) • To reduce waste (1) by recycling resources / computers (1) • To reduce carbon footprint (1) to help reduce global warming (1) • Any other valid suggestion 	3	<p>Up to three marks for valid description.</p> <p>Read the whole answer and mark to the candidate's advantage.</p> <p>Can mix & match across mark points</p>
8	(b)	<p>Description of two benefits include:</p> <ul style="list-style-type: none"> • Energy costs / use will be reduced (1) as power is not being wasted / lights not being left on (1) • Less consumables will be used (1) leading to less cost / less going to landfill (1) • To be able to access government grants/tax relief (1) which increases profits/revenue • Any other valid suggestion 	4	<p>2 marks for each of 2 benefits described.</p> <p>The focus of the question is the benefits to the hairdresser.</p> <p>DNA Reputation being enhanced as this is in the question.</p>

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