

**CAMBRIDGE TECHNICALS LEVEL 3 (2016)**

**Examiners' report**

**IT**

**05838–05842, 05877**

**Unit CC January 2022 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 mark scheme can be downloaded from OCR.

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## Unit CC series overview

A significant increase of entries than previous years for the Cloud Technology test taken in January 2022. This appears to be following a pattern of main entries for this unit, taking place in the January series.

<b><i>Candidates who did well on this paper generally did the following:</i></b>	<b><i>Candidates who did less well on this paper generally did the following:</i></b>
<p>Correctly answered questions for the following teaching content:</p> <ul style="list-style-type: none"> <li>• 1.2 Cloud Models e.g. Private, Public, Hybrid, Community, Functionality, Location, Technical differences</li> <li>• 1.5 Organisational Roles and Responsibilities when using Cloud Technology</li> <li>• 2.4 Business benefits of service models</li> <li>• 3.3 Organisations' internal skills requirements to support their cloud model</li> <li>• 3.4 Technology that make cloud services possible</li> <li>• 4.3 Permission levels.</li> </ul>	<p>Teaching content candidates found challenging :</p> <ul style="list-style-type: none"> <li>• 2.1 Similarities &amp; Differences between Outsourcing &amp; Cloud Technology</li> <li>• 3.2 Accountabilities &amp; Responsibilities based on cloud service model</li> <li>• 3.4 Technology that make cloud services possible</li> <li>• 5.2 Cloud readiness assessment e.g. pilot</li> <li>• 5.3 Role of IT department when choosing cloud services, e.g. Advise.</li> </ul>

### General comments on the paper

The scope of learning outcomes within this unit and the breadth of knowledge required has meant that some learning outcomes (LOs) were better understood than others. Based on the statistics for the individual items in the Cloud Technology multiple choice test, candidates overall were most successful answering questions targeting LO1 : Understand the characteristics and context of cloud technology and why it is used and LO4: Understand the features of cloud storage. Candidates found the following, LO2: Understand the business benefits of cloud services, LO3: Understand the requirements of cloud services and LO5: Understand the deployment requirements for cloud-based services for organisations, the hardest to answer.

### Learning outcome 1: questions 1-11, 13-16

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 2, 5 and 10 and very few candidates achieving the marks for Questions 7 and 9. In particular, Questions 4 and 11 were challenging for students.

### Learning outcome 2: questions 17 - 28

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on Question 28 but found 18, 21 and 26 challenging.

### Learning outcome 3: questions 29 – 47

LO3 requires candidates to understand the requirements of cloud services. Questions for this learning outcome that presented difficulties for candidates were Questions 34, 35, 37, 42 and 45. Question 43 and 41, most candidates achieved the marks.

### Learning outcome 4: questions 48 - 54

LO4 requires candidates to understand the features of cloud storage. There were 7 questions which addressed this learning outcome. Responses to Questions 49 and 50 were the weakest.

### Learning outcome 5: questions 55-65

This LO requires candidates to understand the deployment requirements for cloud-based services for organisations. Questions 55, 60, 62 and 63 were answered well with Questions 58, 59 and 61 being less successful.

### Learning outcome 6: questions 66 - 67

LO6 requires candidates to know the regulatory issues that impact cloud technology. There were just two questions targeting this learning outcome. Responses to Questions 66 and 67 were often incorrectly answered.

### Learning outcome 7: questions 12, 68 - 70

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. Of the 4 questions addressing this learning outcome, learners were most successful with Question 12 and a large majority were unsuccessful with Questions 68, 69 and 70.

## Appendix 1 Questions

### Question 1

Identify the characteristic used to automatically provision extra machines in the cloud to meet increased demand.

Select the correct answer.

- A Cloud bursting
- B Elasticity
- C Pay as you grow
- D Ubiquitous access

[1]

### Question 2

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

The time taken to deploy cloud services depends on the technologies that are used.

- True
- False

[1]



### Question 3

Similar types of resources are grouped together in resource pools.

Drag the resource from the drag options to the appropriate description drop zone below.

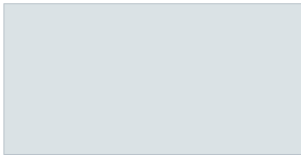
Options

CPU

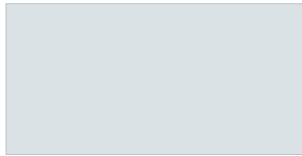
Network

Physical Server

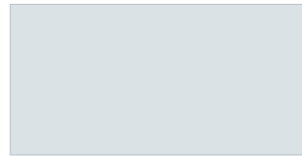
Different pre-configured  
connectivity devices



Groups of individual  
processing cores



Networked servers installed  
with operating systems and  
other required programs



[1]

### Question 4

Select the statements from the list below which are more applicable to a community cloud than a private cloud.

Select **all** the statements that apply.

- A
- B
- C
- D
- E

[1]

## Question 5

Which of the following statements is only true about private clouds?

Select the correct answer.

- A Can be used by many different people each with an individual subscription.
- B Can be used by multiple organisations in different industries.
- C Can be used by multiple organisations in the same industry.
- D Can be used by only one organisation.

[1]

## Question 6

Several organisations, working in the same industry, use the same applications. Instead of each organisation having their own cloud server, a single cloud server is utilised to share these applications.

This is an example of a:

- A Community cloud
- B Hybrid cloud
- C Private cloud
- D Public cloud

[1]

## Question 7

Which of the following cloud models can be located on-premises?

Select **all** the answers that apply.

- A Community cloud
- B Hybrid cloud
- C Private cloud
- D Public cloud

[1]

## Question 8

BotWot is a small start-up company with little capital. They are investigating the use of cloud computing.

BotWot have been given the following reasons why they should use cloud computing.

- 1 No need to purchase physical servers.
- 2 Can be up and running in minimal time.
- 3 Can expand the provision as the business grows.
- 4 IT expertise is not required to configure the cloud services.

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 9

Which of the following organisations would benefit from cloud computing?

Select **all** the statements that apply.

- A An organisation that has uncertain business growth.
- B An organisation that takes on extra staff to cope with extra seasonal sales.
- C An organisation who sells their goods at a local market.
- D An organisation whose sales are constant all year round.

[1]

## Question 10

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

An organisation that does not have sufficient funds to pay for an annual cloud computing contract should invest in physical servers instead.

- True
- False

[1]

### Question 11

Which **three** statements best describe why the military may **not** want to use cloud computing?

- A Availability of services cannot be guaranteed.
- B Cloud services are not available globally.
- C If the hypervisor is attacked then all hosted virtual machines are vulnerable.
- D The number of people with permission to change the information leads to reliability concerns.
- E They do not have the technical expertise to maintain cloud computing services.

[1]

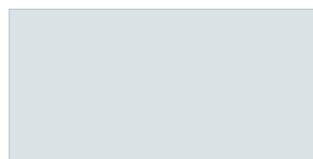
### Question 12

Drag the security threat from the drag options below to the correct description drop zone.

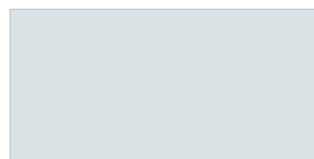
Options

Hacking    Insider threat    Shoulder surfing

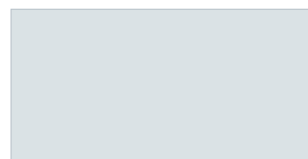
Possible attack that comes from an employee



Visual social engineering attack



Gaining unauthorised access to a computer system



[1]

## Question 13

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

For the adoption of the cloud to be successful an organisation's internal processes must align with those of the cloud service.

- True
- False

[1]

## Question 14

Who could be responsible for monitoring and managing cloud resources?

Select the correct answer.

- A Capacity planner
- B Network operation centre staff
- C Support desk staff
- D Vendor manager

[1]

## Question 15

The applicant will be required to:

- Design and implement next generation cloud-based applications which are dynamically scalable, fault tolerant, secure and reliable.
- Drive the adoption of cloud technology amongst clients enabling the transition from traditional platforms to cloud-ready architectures.

The applicant needs to be highly technical across several areas and show a sound understanding of:

- Networking
- Virtualisation
- Legislative requirements.

Above is an extract from a job advert in a technology magazine.

What job role is being advertised?

- A Capacity planner
- B Cloud architect
- C Cloud service manager
- D Network operation support staff

[1]

## Question 16

Which of the following organisational roles is involved in service retirement, renewal, ordering and requesting procedures as well as tracking total cost of cloud ownership?

Select the correct answer.

- A Capacity planner
- B Cloud architect
- C Cloud service manager
- D Network operation support staff

**[1]**

## Question 17

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

Bobat is a customer management outsourcing company.

They are moving their business system into the cloud.

They tell their customers that they will notice no difference in their service once it is in the cloud.

True

False

**[1]**



## Question 18

Fairest Gardening (FG) is a small start-up company. They are trying to decide between outsourcing their IT or moving to the cloud.

Read the following statements about cost.

Each statement could apply to **either** cloud computing, **or** outsourcing **or** both.

Drag each statement from the options (**A-E**) below, into the appropriate drop zone to indicate whether it applies to **either** cloud computing, **or** outsourcing **or** both.

Options

A. FG do not own the servers

D. FG can increase storage on demand without a new contract

B. FG only pay for what they use

E. FG have to pay a fixed monthly cost regardless of what they use

C. FG only need a small IT department

Cloud computing

Outsourcing

Both

[1]

## Question 19

Which **three** statements **best** describe why a company needs to consider security when implementing cloud services?

- A It allows the company to advertise that they use a secure system.
- B The company needs to be able to access the backup data.
- C The company needs to tell the cloud provider which security products it wants installed.
- D There is a legal requirement to keep customer data safe.
- E Security needs to be designed before the data is transferred.

[1]

## Question 20

Complete the following sentence by entering the correct option from the table below.

fixed monthly	variable
---------------	----------

A cloud server package with 2vCPUs and 4GB RAM that is costed at £0.021 per hour is an example of  cost billing.

[1]

## Question 21

Xate is a company that develops apps that are used for collaborative working. All apps are tested by Xate's employees. Xate needs to distribute the apps to its employees.

In which of the following situations would it **not** be appropriate to use the internet to distribute the apps to the employees for testing?

- A When they are at a conference in the UK.
- B When they are working abroad.
- C When they are working from home.
- D When they are working in the office.

[1]

## Question 22

Complete the following sentence by entering the correct word from the table below.

increased	minimised	unchanged
-----------	-----------	-----------

As a result of implementing cloud services, upfront capital expenditure is .

[1]

## Question 23

Which of the following reduces integrity risks?

Select the correct answer.

- A Having a data backup available.
- B Having access rights on the data.
- C Only using primary data sources for information collection.
- D Running anti-virus software.

[1]

## Question 24

Cloud technology enhances business value by:

Select the correct answer.

- A Decreasing redundancy links.
- B Providing easy access to data in the cloud for its users.
- C Removing the need for technical support.
- D Removing the need to spend money on hardware.

[1]

## Question 25

Which of the following do developers **not** need to be concerned about prior to development?

Select the correct answer.

- A Budget for development.
- B Infrastructure being used.
- C Number of users of the final system.
- D Timescale for development.

[1]

## Question 26

Which **three** statements best describe why one of the benefits of the cloud service model is a reduction on reliance of internal technical skills?

- A Cloud provider will assign programmers to create the required app.
- B Commissioning of hardware does not need to be considered.
- C Consideration of purchase of hardware is not required.
- D Deployment is on demand.
- E Users don't need to be consulted when designing the interface.

[1]

## Question 27

Which of the following is **not** part of a simplified interface?

Select the correct answer.

- A A software interface that gives the user all the instructions to complete the task on screen at the same time.
- B A visual representation of a software interface that removes unimportant elements.
- C An interface that has easy-to-follow instructions which minimises distractions.
- D An interface that only shows elements that are fundamental to the instructions.

[1]

## Question 28

A suit rental company has adopted a self-service cloud-based app for its customers to use.

Which of the following is **not** a benefit of introducing a self-service app?

- A Customers can get personalised content tailored to them using their purchasing history, preferences and other profile information.
- B Customers can manage their accounts and make purchases whenever it suits them.
- C Customers do not need to wait for an employee to become available.
- D Employees will still be required as some customers will want options that are not available through the app.

[1]

## Question 29

Drag the cloud service model from the drag options to the appropriate description zone.

Options

PaaS

SaaS

IaaS

A ready-to-use environment of already deployed and configured IT services

A self-contained IT environment that can be accessed and managed via cloud services

A service made available as a product or generic utility

[1]

## Question 30

SaaS is provisioned by the:

Select the correct answer.

- A Client
- B Cloud Architect
- C Cloud Provider
- D Customer

[1]

## Question 31

Which of the following is an example of PaaS?

Select the correct answer.

- A Google Compute
- B Microsoft Azure
- C Microsoft Dynamics CRM
- D Zoho

[1]

## Question 32

Which cloud service model best suits an organisation that requires a high level of control over the cloud-based environment they want to create?

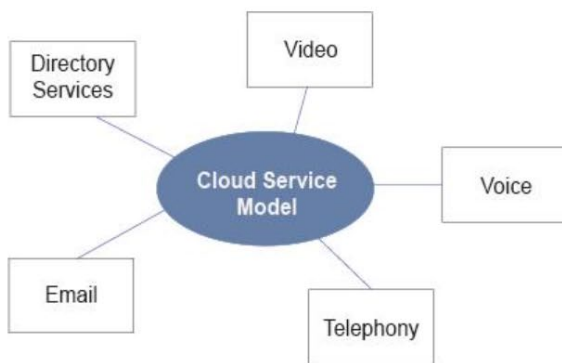
Select the correct answer.

- A CaaS
- B IaaS
- C PaaS
- D XaaS

[1]



## Question 33



The image above shows which type of cloud service model?

Select the correct answer.

- A CaaS
- B IaaS
- C PaaS
- D XaaS

[1]

## Question 34

The following are services which are managed in an IaaS cloud service model.

Each service could be managed by **either** the client **or** the cloud provider.

Drag each service from the options (A-I) below, into the appropriate drop zone to indicate whether it could be managed by **either** the client **or** the cloud provider.

Options

A. O/S

D. Storage

B. Data

G. Middleware

C. Servers

F. Networking

E. Runtime

H. Applications

I. Virtualisation

Managed by client

Managed by cloud provider

[1]

## Question 35

The following are responsibilities of an organisation when deploying cloud services.

Each responsibility could be required in **either** the IaaS cloud service model, **or** the PaaS cloud service model **or** both.

Drag each responsibility from the options (**A-E**) below, into the appropriate drop zone to indicate whether it could be required in **either** the IaaS cloud service model, **or** the PaaS cloud service model **or** both.

Options

C. Creating applications

A. Deploying services

D. Virtual server creation

E. Managing the infrastructure

B. Deploying updates

IaaS

PaaS

Both

[1]

## Question 36

In which cloud service model does the organisation consume the application as is?

Select the correct answer.

- A CaaS
- B IaaS
- C PaaS
- D SaaS

[1]

## Question 37

Which internal skill is required for an organisation to deliver the transition from traditional IT to cloud services?

Select the correct answer.

- A Data integration
- B Project management
- C Security and compliance
- D Vendor management

[1]

## Question 38

Which internal skill is required for an organisation to understand Service Level Agreements (SLAs)?

Select the correct answer.

- A Data integration
- B Project management
- C Security and compliance
- D Vendor management

[1]

## Question 39

Which internal skill should an organisation's cloud architect have?

Select the correct answer.

- A Business
- B Data integration
- C Financial
- D Project management

[1]

## Question 40

Which internal skill do the capacity planner, vendor manager and cloud service manager all require?

Select the correct answer.

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

[1]

## Question 41

Which internal skill involves ensuring that an organisation does not compromise any legal regulation?

Select the correct answer.

- A Data integration
- B Project management
- C Security and compliance
- D Vendor management

[1]

## Question 42

One of the pieces of hardware that makes cloud services possible is a router.

Which of the following is a definition of a router?

Select the correct answer.

- A A device that allows multiple computers to communicate with each other over a network.
- B A device that forwards data packets between computer networks.
- C A device used to connect two networks running different protocols.
- D An item of networking hardware that connects devices on a computer network by using packet switching to receive and forward data to the destination device.

[1]

## Question 43

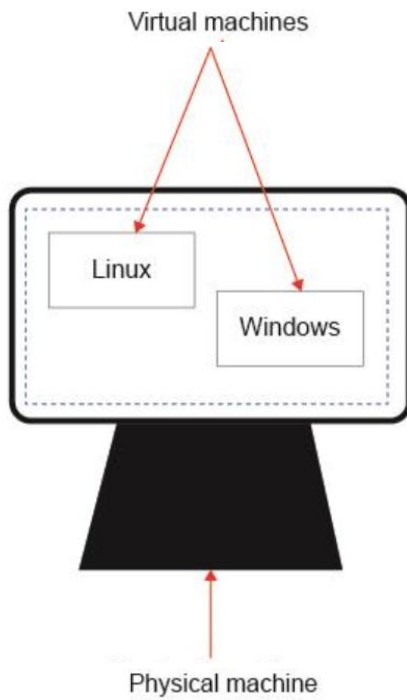
What is the role of software in cloud services?

Select the correct answer.

- A Enables users to access the service.
- B Enables users to keep control of their own data.
- C Enables users to meet compliance requirements.
- D Enables users to upgrade their mobile devices.

**[1]**

## Question 44



What is represented by the dotted line in the virtualisation diagram above?

Select the correct answer.

- A Bare metal server
- B Hypervisor
- C Monitor
- D Visual display unit

[1]



## Question 45

How does orchestration support cloud operation?

Select **all** the statements that apply.

- A Allows processes to be reused.
- B Balances the load across multiple servers.
- C Eliminates the human completely from the process.
- D Ensures continuation of service.
- E Removes repetitive steps to eliminate redundancy.

[1]

## Question 46

One of the considerations when designing cloud data centres is cooling.

There are several reasons why a data centre needs cooling.

- 1 Reduces component failure.
- 2 Increases lifespan of equipment.
- 3 Reduces power consumption and therefore electricity costs.
- 4 Allows employees to work in the data centre for long periods of time.

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

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

[1]

## Question 47

Complete the following sentence about the definition of cloud storage, by entering the correct words from the table below.

computer	device	internet	intranet
local	mobile	network	remote

Cloud storage involves stashing data on hardware in a  physical location, which can be accessed from any  via the .

[1]

## Question 48

What problems may arise if data synchronisation between a local device and the cloud is interrupted?

Select the correct answer.

- A  The local file will be corrupted.
- B  The local file will not be available until the synchronisation restarts.
- C  The most up-to-date file will not be available online.
- D  The online file will not be accessible until the synchronisation restarts.

[1]

## Question 49

Charlie has been advised to use cloud storage with their team as it allows the editing of documents to be tracked. Charlie has been given the following reasons for tracking changes.

- 1 Can see who made the changes.
- 2 Can see what changes were made.
- 3 Can see the changes to the document over time.
- 4 Can see how long each person has been working on the document.

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 50

Why would a cloud provider integrate the storage with their SaaS productivity suite?

Select the correct answer.

- A To allow access to the files to be restricted.
- B To allow the files to be edited in the browser.
- C To allow the files to be shared with users outside of the cloud.
- D To allow the files to be synchronised.

[1]

## Question 51

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

A permission level of 'none set' on a file means that only those with administrative permissions can edit it.

True

False

[1]

## Question 52

If a file is to be shared, which **two** permissions should be applied to the file?

A

Delete

B

Edit

C

Rename

D

View

[1]

## Question 53

Which of the following will result in a reduction in available storage?

Select the correct answer.

- A A video conferencing meeting with the document on the presenter's screen shared to their co-workers.
- B Emailing a link to a document to your co-workers.
- C Emailing your co-workers a copy of the document and merging their changes back into the original.
- D Having your co-workers collaboratively work on a document using track changes.

[1]

## Question 54

The steps of the process required to use a command line utility, such as AzCopy, to migrate data hosted in-house to a cloud-based service, are shown below.

Drag the steps from the drag options, in the correct order, for drop zones 1 to 4 (zone 1 = first step, zone 4 = last step).

Options

Download software

Provide authorisation credentials

Run software

Transfer files

1

2

3

4

[1]

## Question 55

Which of the following is the **most** important consideration for adopting cloud services?

Select the correct answer.

- A Whether the vendor can meet the lowest quotation obtained.
- B Whether the vendor can meet the organisation's regulatory needs.
- C Whether the vendor can provide a range of cloud deployment models.
- D Whether the vendor is a registered company.

[1]

## Question 56

When considering which cloud services provider to use, which of the following requirements regarding uptime need to be considered?

Select the correct answer.

- A A guaranteed uptime.
- B A maximum uptime.
- C A minimum uptime.
- D A permanent uptime.

[1]

## Question 57

What is meant by redundancy when researching cloud service providers?

Select the correct answer.

- A Data and services are always available.
- B Implementation of a single point of failure.
- C Reduction in technical support personnel.
- D When a service is no longer required.

[1]

## Question 58

The steps taken for a cloud readiness assessment process are shown below.

Drag the steps from the drag options, in the correct order, for drop zones 1 to 4 (zone 1 = first step, zone 4 = last step).

Options

Set up a pilot programme   Review results from pilot   Identify cloud service opportunities based on business needs  
Modify any technical and financial elements to enable adoption

1

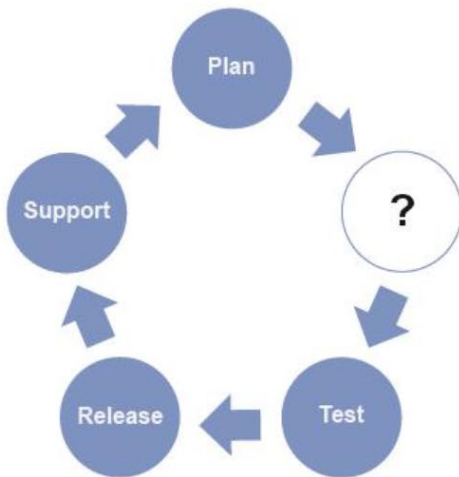
2

3

4

[1]

## Question 59



The application lifecycle is shown above with one stage missing.

Select **all** the stages below which could fit into the missing stage in the application lifecycle.

- A Acquire
- B Develop
- C Install
- D Review

[1]

## Question 60

What are performance metrics?

Select the correct answer.

- A Figures which show the aspirational performance of a cloud provider.
- B Figures which show the average performance of a cloud provider.
- C Figures which show the best performance of a cloud provider.
- D Figures which show the minimum performance of a cloud provider.

[1]



## Question 61

Data recorded over last 24 hrs

Value	Last	Minimum	Maximum
Downtime	0%	0%	0.00019%
Jitter Average	0 ms	0 ms	11 ms
Jitter Max	0 ms	0 ms	182 ms
Jitter Min	0 ms	0 ms	8 ms
Packet Delay Variation Min	1 ms	1 ms	2,798 ms
Packets Corrupted	0%	0%	0.0001%
Packets Duplicated	0%	0%	0%
Packets Lost	0%	0%	0.0002%

Time to last packet: 20,542 ms

The IT department has been asked to look at the above data provided by a potential cloud service provider.

What does the data show?

Select the correct answer.

- A Customer data statistics.
- B Network router statistics.
- C Quality of service statistics.
- D Server performance statistics.

[1]

## Question 62

One of the aspects of a Service Level Agreement (SLA) is service monitoring and reporting.

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

The monitoring and reporting may be carried out by the contracting company or a third party.

- True
- False

[1]

## Question 63

One of the aspects of a Service Level Agreement (SLA) is remediation and liability for service disruption.

Which of the following would **not** be included as part of service disruption?

Select the correct answer.

- A Cloud provider power cut.
- B Cloud provider printer failure.
- C Cloud provider server failure.
- D Cloud provider switch failure.

[1]

## Question 64

One of the aspects of a Service Level Agreement (SLA) is service multitenancy.

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

The SLA should include details on the maximum number of tenants.

- True
- False

[1]

## Question 65

One of the aspects of Service Level Agreement (SLA) is data ownership.

The following statements are factors to work out who owns the data.

- 1 Who created the data.
- 2 How the data was created.
- 3 When the data was created.
- 4 Where the data was created.

Select the correct answer that shows **all** the factors that apply when working out who owns the data.

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

[1]

## Question 66

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

Data being transferred is only subject to local regulation if it contradicts the laws in the country of origin.

- True
- False

[1]

## Question 67

The cloud provider and client must comply with the Computer Misuse Act (CMA).

Which of the following is a requirement of the CMA?

Select the correct answer.

- A A backup of the data must be maintained.
- B Data must be kept secure.
- C Data should be kept up to date.
- D Data should not be edited by the cloud provider.

[1]

## Question 68

XiteDB stores a backup of its customer data in the cloud.

What is the impact on XiteDB of losing the internet connection?

Select the correct answer.

- A Backups are not up to date.
- B Customer data cannot be retrieved.
- C Customer orders cannot be processed until the connection is restored.
- D XiteDB cannot be contacted by customers.

[1]

## Question 69

One of the risks of using cloud services is shadow IT.

What is shadow IT?

Select the correct answer.

- A A backup that is stored off site without the knowledge of the management.
- B A replica off site IT system that is only used when there is a power failure.
- C Applications that are managed without the knowledge of the IT department.
- D Applications that monitor the activity of all the users and report to the management.

[1]

## Question 70

Which of the following questions would **not** be part of a security validation of the cloud provider?

Select the correct answer.

- A Do you use AES-256 encryption?
- B How often is a security review carried out?
- C What are the procedures for granting access to the server room?
- D Where do the servers physically reside?

[1]

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