

## Friday 20 May 2022 – Afternoon

### Level 3 Cambridge Technical in IT

**05838/05839/05840/05841/05842/05877** Unit 2: Global information

**Time allowed: 1 hour 30 minutes**  
**C382/2206**



**You must have:**

- a clean copy of the Pre-release (inside this document)



Please write clearly in black ink.

Centre number

Candidate number

First name(s) \_\_\_\_\_

Last name \_\_\_\_\_

Date of birth

### INSTRUCTIONS

- Use black ink. You can use an HB pencil, but only for graphs and diagrams.
- Write your answer to each question in the space provided. If you need extra space use the lined pages at the end of this booklet. The question numbers must be clearly shown.
- Use the Insert to answer the questions in Section A.
- Answer **all** the questions.

### INFORMATION

- The total mark for this paper is **80**.
- The marks for each question are shown in brackets [ ].
- Quality of extended response will be assessed in questions marked with an asterisk (\*).
- This document has **16** pages.

### ADVICE

- Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/4
2	/3
3	/10
4	/10
5	/4
6	/6
7	/3
8	/4
9	/9
10	/12
11	/10
12	/5
<b>Total</b>	<b>/80</b>

Answer **all** the questions.

**Section A**

**This section relates to the case study on PHHC.**

- 1 Customers can view a 360° virtual tour of some of the cottages.

The file is streamed from the PHHC server.

Describe **one** advantage and **one** disadvantage to the customers of the 360° virtual tours being streamed.

Advantage .....

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.....

Disadvantage .....

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**[4]**

- 2 The PHHC website has an external link to a web-based currency converter.

The link is included in the external information source category.

Explain why the web-based currency converter would be included in the external information source category.

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.....

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**[3]**

3 When customers are booking a cottage they can choose to opt out of receiving marketing communication from PHHC.

(a) (i) Identify the regulation that relates to customers being able to opt out of marketing communication.

..... [1]

(ii) Explain **two** actions that PHHC should take to comply with this regulation.

1 .....

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2 .....

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[6]

(b) A box is ticked if customers choose to opt out.

Identify the data type used for the tick box.

Justify your answer.

Data type .....

Justification .....

.....

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.....

.....

[3]



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.....

**5** Owners access a secure area of the website to access details of their cottage.

**(a)** Explain why the owners' secure area of the website would be included in the extranet type of www network technology.

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.....  
.....  
.....  
.....  
..... [3]

**(b)** Identify the type of information system structure the owners' area of the website would be included in.

..... [1]

6 PHHC stores records of customers' and owners' personal details in a database on the main server.

Identify and describe **two** physical protection methods that could be used to protect the main server.

1 .....

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2 .....

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[6]

7 Customers are encouraged to leave a review when their stay has ended.

The star rating is classified as quantitative data.

Explain why the star rating is classified as quantitative data.

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[3]

Section B

You do not need the case study to answer these questions.

A UK-based university provides a range of free online courses each academic year.

Students need to register to access the course content.

8 (a) Identify the category of information holders the university would be included in.

..... [1]

(b) The online courses are accessed through the internet.

Describe what is meant by the internet.

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.....  
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.....  
..... [3]

9 Students need to register before they can take any of the online courses. To register, personal information needs to be input.

(a) The university stores the personal information on their servers.

(i) Identify the information management step that should be applied to the personal information stored on the servers.

..... [1]

(ii) Identify and describe **one** impact of this step on the university.

Impact .....

.....

Description .....

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[3]

- (b) The university should ensure that the stored personal information demonstrates the information security principle of confidentiality.

Explain what is meant by the information security principle of confidentiality.

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..... [3]

- (c) The students create a profile which includes their name and the course they are currently taking.

The students can set their profile to private or public.

Explain the difference between the private and public information classification.

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..... [2]

**10** Courses can be completed online or can be downloaded.

Students could use a solid state storage media to store the downloaded courses.

- (a) Identify and describe **one** characteristic of solid state media.

Characteristic.....

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Description.....

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..... [3]



(b) Describe **one** advantage to a student of using solid state media to store the downloaded course.

.....  
.....  
.....  
..... [2]

Some of the students have a visual impairment.

(c) Identify the information style that should be used to allow students with a visual impairment access to the online courses.

Justify your answer.

Information style .....

Justification .....

.....  
.....  
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.....  
..... [4]

(d) Identify and describe the information style that should be used for the certificate of completion for students with a visual impairment.

Information style .....

Description.....

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.....  
..... [3]



.....  
.....

**12** At the end of each academic year the university analyses the type of courses that have been taken by students and uses this information to decide what courses to offer in future.

**(a)** Explain how charts and graphs can be used by the university when analysing the courses that have been taken by students.

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.....  
..... [3]

**(b)** The university uses a Management Information System (MIS) when deciding what courses to offer.

What is the purpose of an MIS?

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.....  
.....  
..... [2]

**END OF QUESTION PAPER**

**ADDITIONAL ANSWER SPACE**

If additional answer space is required, you should use the following lined pages. The question numbers must be clearly shown in the margins – for example, 4 or 12(a).

A large vertical rectangular area containing 25 horizontal dotted lines for writing answers.

A series of horizontal dotted lines for writing, spanning the width of the page.

A series of horizontal dotted lines for writing, spanning the width of the page.

A series of horizontal dotted lines for writing, spanning the width of the page.



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