OCR
Oxford Cambridge and RSA

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Level 3 Cambridge Technical in IT

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

PRE-RELEASE

INSTRUCTIONS
- Do **not** take this copy of the pre-release material into the exam.
- Do **not** take any notes into the exam.

INFORMATION
- A clean copy of this pre-release will be given to you with the question paper.
- This document has **4** pages.

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Holiday Cottages

PHHC is a UK-based online rental website for holiday cottages all over the world. Owners can advertise their cottage on the PHHC website. Each cottage has its own webpage.

Owners can upload photographs of their cottage, provide details of the facilities that are available, such as free wi-fi or bike storage and if dogs are allowed. A calendar is shown for each cottage which shows the dates that the cottage is available to rent. Some owners provide a 360° virtual tour of the cottage which is streamed from a file on the PHHC web server. These tours include sound as well as the video of the cottage.

Customers who want to rent a cottage can use a search facility on the PHHC home page. The search facility allows a search on a range of criteria including:

- a specific location, for example The Lake District or Paris
- specific dates
- number of bedrooms
- facilities available
- if dogs are allowed.

The results show each cottage that meets the criteria on the results webpage. A map is shown on the results webpage showing the location of each cottage with the price per night. As the customer hovers over each cottage on the results page, the location is highlighted on the map in real time. Each cottage that meets the criteria has a link to the cottage webpage. The cottage webpage includes photographs of the cottage, details of the facilities and, in some cases, a 360° virtual tour.

Cottages that are outside the UK often have details in the native language and currency. For example, cottages in Germany will have the details in German and the price per night in euros (€). The PHHC website has external links to:

- a web-based translator to enable customers to translate the details provided by the owner
- a web-based currency converter to enable customers to convert the price to the currency they use, for example € to £ sterling.

When customers have chosen the cottage they want to rent, they select the dates using the calendar. When the dates have been selected, they are shown as being provisionally booked and are unavailable to any other customer. To book a cottage, customers enter their personal details including their name and contact details, including a valid email address.

When the booking process is complete, including payment, the dates are shown as a confirmed booking. Payment must be made by credit card. The payment details are completed, and payment is made using a third party secure payment website. The customer can also choose to receive or opt out of receiving further marketing communications from PHHC. A box is ticked if the customer chooses to opt out of receiving further marketing communications.

A confirmation email is sent to the customer, with the owner of the cottage included as a carbon copy (cc). This email provides details of the booking and also provides the customer and owner with a contact email in case of any questions or issues arising. Emails are also sent between the customer and owner to provide details of where the key is for the cottage, any special requests from the customer such as chocolates and flowers to be delivered for a special occasion or if there are any changes to facilities in the cottage.

PHHC keep records of the personal details of customers and owners. These records are kept in a database stored on the main server.

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PHHC charge 10% commission of each booking from the owners for advertising. For example, if the booking is for 4 nights at a cost of £65 per night then the calculation for the commission is:

4 × £65 = £260
£260 × 10% = £26

Payment is collected by PHHC with owners being paid each month in arrears. For example, owners will be paid at the end of May for all bookings in April. The payment is for the total booking amount minus the 10% commission. The payment is made directly into the owner's bank account and is paid in the native currency.

Each owner can access a secure owner's area of the PHHC website. To access the owner's area a username and password has to be correctly input. The owner can only see the details of their own cottage. This area allows owners to:

- check payments and commission
- block off dates for their cottage if, for example, maintenance work is scheduled
- add or delete the facilities that are available
- check the details for upcoming rentals
- update photographs and add or edit a 360° virtual tour file.

Following their stay, customers are encouraged to write and post a review on the cottage webpage. The reviews include a star rating, where 1 is poor and 5 is excellent, and text-based comments about the cottage.

Pre-release Research Brief

To prepare for the examination, you should research the following themes:

- How different data types, information sources and information formats, including the advantages and disadvantages, are used by PHHC and the customers.
- The types of www technologies that are currently used by PHHC and the owners of the cottages.
- The different categories of information, information structures and information classifications used by PHHC, the owners of the cottages and the customers.
- The legislation and regulations relating to the storage and use of information and data that need to be considered and how PHHC can comply with these.
- The different physical and logical security measures that could be implemented by PHHC.

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