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CAMBRIDGE TECHNICALS LEVEL 3 (2016)

Examiners' report

IT

05838–05842, 05877

Unit CC January 2023 series

Contents

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 and the mark scheme can be downloaded from OCR.

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Unit CC series overview

A similar number of entries for the Cloud Technology test taken in January 2022.

Candidates who did well on this paper generally did the following:	Candidates who did less well on this paper generally did the following:
Correctly answered questions for the following teaching content: • 1.2 Cloud models • 1.3 Types of organisation that would benefit from cloud technology • 1.4 Types of organisation that may not benefit from cloud technology • 1.5 Organisational roles and responsibilities when using cloud technology • 2.1 Similarities and differences between cloud technology and outsourcing • 2.4 Business benefits of service models • 3.1 Cloud service models • 3.4 Technology that make cloud services possible • 4.1 Cloud storage devices • 4.2 Integration of SaaS with storage • 5.2 Cloud readiness assessment • 7.1 Impact of cloud adoption on business processes • 7.3 Risks.	Found the following teaching content challenging: • 1.1 Cloud technology characteristics and terms • 2.2 Business considerations when implementing cloud services • 2.3 How cloud technology enhances business value • 3.2 Accountabilities & Responsibilities based on cloud service model • 3.3 Organisations' internal skills requirements to support their cloud model • 3.4 Technology that make cloud services possible • 4.3 Permission levels • 4.4 Data deduplication to reduce capacity usage • 5.4 Service Level Agreements (SLA) 6.1 Data transference.

General comments on the paper

Questions for this computer-based test addressed a breadth of knowledge across the specification learning outcomes. Some learning outcomes 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 & context of cloud technology and why it is used and LO7: Know about impact, risks, and security issues related to cloud technology. LO4: Understand the features of cloud storage and LO3: Understand the requirements of cloud services, were the hardest to answer.

Learning outcome 1: questions 1-15

This LO requires candidates to understand the characteristics and context of cloud technology and why it is used.

Questions targeting this LO had a positive response, with many candidates achieving the marks on Questions 1, 8, 9, 10, 12 and 13 and few candidates achieving the marks for Questions 7 and 14. In particular, Questions 2 and 3 were challenging for students.

Learning outcome 2: questions 16-26

LO2 requires candidates to understand the business benefits of cloud services.

Candidates did well on Question 18, 24 and 25 but found Questions 19-21 and 23 challenging.

Learning outcome 3: questions 27-47

LO3 requires candidates to understand the requirements of cloud services.

Questions for this learning outcome that presented difficulties for candidates were Questions 28, 29, 34, 36-38, 41-46. For Questions 27, 31 and 47, most candidates achieved the marks.

Learning outcome 4: questions 48-53

LO4 requires candidates to understand the features of cloud storage.

There were six questions which addressed this learning outcome. Responses to Questions 51, 52 and 53 were the least successful.

Learning outcome 5: questions 54-64

This LO requires candidates to understand the deployment requirements for cloud-based services for organisations.

Questions 55-59 and 63 were answered well with Questions 54, 60-62 and 64 being less successful.

Learning outcome 6: questions 65-67

LO6 requires candidates to know the regulatory issues that impact cloud technology.

There were just three questions targeting this learning outcome. Responses to Questions 65 and 66 were often incorrectly answered.

Learning outcome 7: questions 68-70

LO7 requires candidates to know about impact, risks and security issues related to cloud technology.

Of the three questions addressing this learning outcome the majority of learners were able to answer correctly.

Appendix 1 Questions

Question 1

Which **best** describes elasticity?

Select the correct answer.

A | Multiple users have access to the same resources for an individual app, while other app resources are reduced.

B | Providing the maximum amount of resources that may be used by an application.

C | The ability of an application running in a private cloud to utilise public cloud infrastructure when demand spikes.

D | The automated ability to scale IT resources as required so the available resources match the demand.

[1]

Question 2

Which **best** describes automation?

Select the correct answer.

A | Coding routines that enable problems in the cloud infrastructure to be detected.

B | The reduction of human intervention in cloud computing.

C | The use of virtual machine templates to set up and deploy a cloud infrastructure.

D | Using a computer to perform a task normally completed by a human.

[1]

Question 3

Which **best** describes chargeback?

Select the correct answer.

| A | Depositing a large amount of money that the cost of resources used are deducted from, until it is all gone. |

| B | Paying an annual subscription and receiving back any overpayment at the end of the year. |

| C | Paying for every resource used on an individual basis. |

| D | Paying monthly, based on predicted use of resources. |

[1]
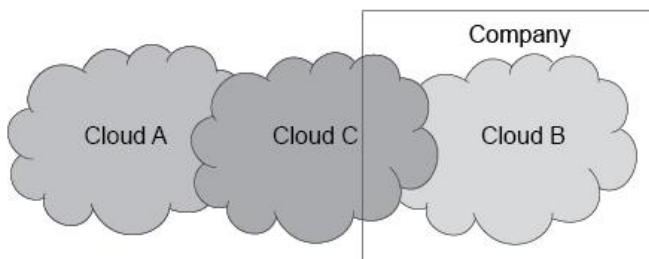
Question 4

Which cloud model is represented by Cloud B?

Select the correct answer.

| A | Community |

| B | Hybrid |

| C | Private |

| D | Public |

[1]

Question 5

CLOUD HOSTING

- Hosted at a service provider site
- Supports multiple customers
- Utilises shared infrastructure
- Suitable for non-sensitive information
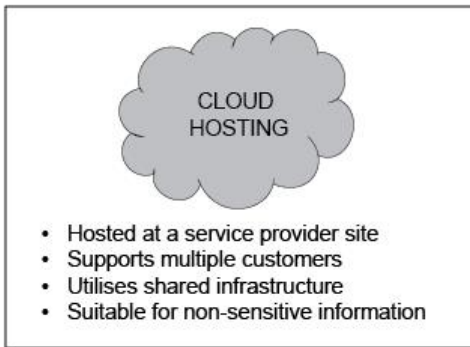
Which cloud model is being described?

Select the correct answer.

A   Community

B   Hybrid

C   Private

D   Public

[1]

Question 6

Which statement about a **public cloud** is correct?

Select the correct answer.

A   Used by multiple organisations and typically hosted by multiple cloud vendors.

B   Used by multiple organisations and typically hosted by one cloud vendor.

C   Used by one organisation and typically hosted by multiple cloud vendors.

D   Used by one organisation and typically hosted by one cloud vendor.

[1]

Question 7

Which **three** types of organisation would **benefit** from cloud technology?

Select **three** answers.

A	Organisations that increase their workload at specific times of the year.

B	Organisations that take on more employees at peak times of the year.

C	Organisations with increased levels of remote workers.

D	Organisations with limited financial resources.

[1]

Question 8

Which **one** of the following would **benefit** from cloud technology?

Select the correct answer.

A	Architect

B	Online retailer

C	Pop-up street food vendor

D	Portrait artist

[1]

Question 9

Which of the following is a reason why an organisation would **benefit** from cloud technology?

Select the correct answer.

A | The organisation's workforce does not need to collaborate on joint projects.

B | The organisation's workforce is regional and does not need to collaborate on joint projects.

C | The organisation's workforce is spread globally and does not need to collaborate on joint projects.

D | The organisation's workforce is spread globally and needs to collaborate on joint projects.

[1]

Question 10

Which type of organisation may **not** benefit from cloud technology?

Select the correct answer.

A | Education

B | Marketing agency

C | Military

D | Small start-ups with little capital

[1]

Question 11

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

A research and development (R&D) organisation may **not** benefit from cloud technology because of the sensitivity of the information it stores.

True

False

[1]

Question 12

Which of the following is a reason why the health service may **not** benefit from moving to cloud technology?

Select the correct answer.

A | A potential for patient data to be disclosed.

B | Lack of facilities available to duplicate the data during the transition.

C | The expense of moving data to the cloud.

D | The need to retrain the staff resulting in delays to patient care.

[1]

Question 13

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

Organisations which have considerable investment in their own traditional IT infrastructures are likely to resist a move to cloud technology.

True

False

[1]

Question 14

Select the statements which describe the **responsibilities** of vendor management staff.

Select **all** the statements that apply.

A	Costing the resource allocations.

B	Monitoring and managing cloud resources.

C	Negotiating service-level contracts.

D	Updating service-level contracts.

[1]

Question 15

Which role is responsible for the **transition** of an organisation to cloud services?

Select the correct answer.

A	Capacity planner

B	Cloud architect

C	Cloud service manager

D	Network operation centre staff

[1]

Question 16

Identify the **similarities** of ownership between utilising cloud technology and outsourcing.

Select **all** the statements that apply.

A	You do not own the data.

B	You do not own the platforms.

C	You do not own the servers.

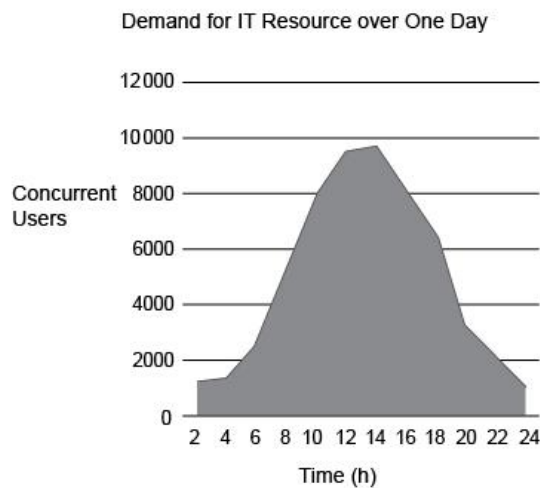| D	You do not own the technicians that operate it.

[1]

Question 17

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

The customer should **not** be able to tell if the company is using outsourcing or cloud technology.

True

False

[1]

Question 18

Demand for IT Resource over One Day

The graph shows an organisation's changing demand for an IT resource over one day.

What needs to be considered when implementing a cloud service to **support** the use of this IT resource?

Select the correct answer.

A	Cloud service portability

B	On demand self-service

C	Scalability

D	Variable cost

[1]

Question 19

The process that **translates** unique IT hardware into an emulated software-based copy meets which business consideration?

Select the correct answer.

| A | Distribution over the internet |

| B | Hardware independence |

| C | Hypervisor |

| D | Variable cost |

[1]

Question 20

What are the features of cloud technology that allow the time to market for a product to be **reduced**?

Select **all** the statements that apply.

| A | It allows competitors' applications to be decompiled and rebuilt. |

| B | It allows prototypes to be rapidly developed. |

| C | It allows the application to be configured to run on specific hardware, reducing the number of platforms that it needs to be developed for. |

| D | It allows virtualised test environments to be quickly established. |

| E | It utilises a standard library of routines decreasing coding time. |

[1]

Question 21

Which **three** statements best describe how upfront capital expenditure can be **minimised** when moving to cloud services?

Select **three** answers.

A | Additional equipment required for peak periods does not need to be bought at the business start-up.

B | Additional staff can be hired as required rather than given long-term contracts.

C | Money is saved on energy costs.

D | Old technology can be reused and upgraded.

E | Processing time can be purchased rather than the whole server.

F | Resilience is obtained without hardware redundancy.

[1]

Question 22

The following items have been given as factors that can affect the operating **cost** of cloud computing.

1   Amount of data being stored.
2   Number of customers.
3   Number of transactions.
4   Number of users.

Select the correct answer that shows **all** the items that affect the operating costs.

A | 1, 2 and 3

B | 1, 3 and 4

C | 2, 3 and 4

D | 1, 2, 3 and 4

[1]

Question 23

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

One of the ways that cloud technology enhances business value is by giving all its users **easy** access to all its data.

True

False

[1]

Question 24

Why is reduced reliance on internal technical skills a **benefit** for a business moving to cloud services?

Select the correct answer.

A	Increased reliance on the need for industry certification of support staff.

B	Members of the technical support team can be made redundant.

C	Staff can be employed who have specific skills to meet the business needs.

D	The business can begin to employ apprentices.

[1]

Question 25

Why is a simplified interface a **benefit** of cloud technology?

Select the correct answer.

A | It is accessible to all users.

B | It is device independent.

C | It only has the features the organisation thinks they need.

D | Radio buttons and drop down lists can be used.

[1]

Question 26

The following statements have been given about **user provisioning**.

1 Permissions for all applications can be made centrally.

2 The user experience will be the same across all applications.

3 The user only needs to create a single account which works across all applications for the organisation.

4 User permissions can be automatically transferred when new applications are released.

Select the correct answer that shows **all** the advantages of **user provisioning**.

A | 1, 2 and 3

B | 1, 3 and 4

C | 2, 3 and 4

D | 1, 2, 3 and 4

[1]

Question 27

Which **best** describes the SaaS cloud service model?

Select the correct answer.

A | It allows the user access to applications.

B | It allows the user to create a virtual machine.

C | It allows the user to provision processing.

D | It allows the user to purchase applications.

[1]

Question 28

Which services are provided by the service provider in the **PaaS** cloud service model?

Select **all** the services that apply.

A | Applications

B | Data

C | Networking

D | Storage

[1]

Question 29

The following is a list of **services** provided as part of the IaaS cloud service model.

1   Applications
2   Data
3   Operating system
4   Virtualisation

Select the correct answer that shows the services controlled by the **customer**.

A | 1 and 2 |

B | 2 and 3 |

C | 1 and 3 |

D | 3 and 4 |

[1]

Question 30

Which is an example of the **CaaS** cloud service model?

Select the correct answer.

A | Amazon Web Services |

B | Force.com |

C | Microsoft Skype |

D | Zoho |

[1]

Question 31

What does **XaaS** stand for?

Select the correct answer.

A | All-as-a-Service

B | Always-as-a-Service

C | Anything-as-a-Service

D | Something-as-a-Service

[1]

Question 32

Drag the Cloud delivery model from the drag options to the appropriate Service content.

Options

SaaS   IaaS   PaaS

Load balancers, firewalls

Programming languages, frameworks, editors

Social networks, video processing, CRM

[1]

Question 33

Who is responsible for making **updates** to cloud-based servers within an IaaS environment?

Select the correct answer.

A | Cloud vendor

B | Consultant

C | Customer

D | Organisation

[1]

Question 34

Read the sentence about PaaS and fill in the four numbers representing the missing words in the sentence below.

1   applications

2   cloud vendor

3   data

4   developer

5   infrastructure

6   organisation

7   platform

8   systems

In a PaaS environment, the [   ] provides the

[   ] to develop on and the [   ] is

responsible for developing their [   ] .

[1]

Question 35

The following is a list of responsibilities within the **SaaS** environment:

1　Managing the data.

2　Securing the application.

3　Security permissions.

4　The supporting infrastructure.

Select the correct answer that shows **all** the responsibilities of the cloud vendor.

A　| 1 and 2 |

B　| 2 and 3 |

C　| 1 and 3 |

D　| 2 and 4 |

[1]

Question 36

Drag each option (**A-F**) below into the drop zone to indicate whether it is the responsibility of the cloud vendor **or** the organisation in the IaaS cloud service model.

Options

| C. Managing the cloud infrastructure | F. Virtual server creation | A. Creation of applications |

| E. Underlying hardware infrastructure | B. Deployment of services | D. Physical data centre infrastructure |

Cloud vendor　　　　　　　Organisation

[1]

Question 37

The following information has been requested to support an organisation's **move** to a cloud model.

1 Credentials
2 Drive space
3 Memory
4 Operating system

Select the correct answer that shows the information that is needed as part of the **provisioning process**.

A   1, 2 and 3

B   1, 3 and 4

C   2, 3 and 4

D   1, 2, 3 and 4

[1]

Question 38

Drag each internal organisational skill from the options (**A-E**) below into the drop zone to indicate whether the internal organisational skill is needed by **either** the cloud architect **or** the cloud service manager **or** both.

Options

A. Business and financial skills   E. Vendor management skills   D. Technical skills   B. Data integration skills

C. Project management skills

Cloud architect   Cloud service manager   Both

[1]

Question 39

What is a **Service Level Agreement** (SLA)?

Select the correct answer.

A | A document that defines the cost levels of the services provided to the organisation by the cloud provider.

B | A document that defines the level of service between the cloud provider and organisation.

C | A document that lists the level of legal requirements that the cloud provider and organisation need to meet.

D | A document that sets out the technical specification levels of the servers to be provided by the cloud provider.

[1]

Question 40

What does **data integration** mean?

Select the correct answer.

A | Creation of relationships between data owned by different organisations so it can be queried as a single entity.

B | Data from different sources consolidated into one database.

C | Data from one database is separated into smaller subsets.

D | Data in a flat file database is separated into tables and then joined in a relational database.

[1]

Question 41

An organisation is **transitioning** from traditional IT services to using cloud services.

The steps needed to complete the **transition** are shown below.

Arrange the steps in the **correct order** by entering the associated number.

The first and last steps have been completed for you.

1	Define the strategy.
2	Build a migration plan.
3	Create an inventory of the infrastructure.
4	Engage a cloud partner.
5	Move services into the cloud.
6	Prepare the environment.
7	Implement governance and best practices.

Order	Step
1	Define the strategy.
2	
3	
4	
5	
6	
7	Implement governance and best practices.

[1]

Question 42

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

Security and compliance skills are essential skills needed to **use** the cloud.

True

False

[1]

Question 43

Which storage technology will allow **multiple** disks to appear as a single volume?

Select the correct answer.

A   JBOD

B   JSON

C   RAID

D   SAN

[1]

Question 44

Which of the following is a service that operates to allow cloud services to **run**?

Select the correct answer.

A   DHCP

B   FTP

C   IP

D   TCP

[1]

Question 45

Which answer **best** describes software that allows a server to **abstract** the operating systems and applications from the underlying computer hardware?

Select the correct answer.

A | Abstraction

B | Hypervisor

C | Virtual machine

D | Virtualisation

[1]

Question 46

Which **three** statements describe the advantages of using **orchestration**?

Select **three** answers.

A | Can be run by IT support staff with limited technical ability.

B | Only allows one task to be run at a time reducing compounded errors.

C | Reduces potential errors.

D | Reduces the involvement of personnel.

E | Speeds up the delivery of services.

[1]

Question 47

Select **two** critical components of a data centre.

Select **two** answers.

A | Cooling

B | Power

C | Printers

D | Virtualisation

E | Windows

[1]

Question 48

Version History

Show Changes ⬤

> 8 February, 09:25
Current Version
■ Martin, S

> 29 October 2020, 16:57
■ Barker, J

The screenshot shows a feature of cloud services.

What benefit of cloud services is **not** being shown?

Select the correct answer.

A | Ability to merge changes.

B | Ability to roll back to previous version.

C | Ability to track editing.

D | Ability to track version history.

[1]

Question 49

Version History

Show Changes ⬤◯

> April 5, 2019, 9:33 AM
  Current Version
  ■ Unknown
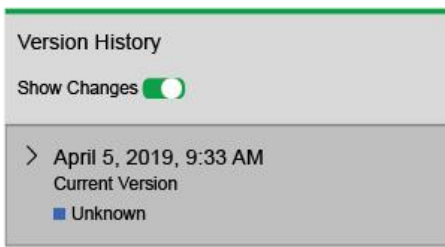
When attempting to track access the option above was given.

Why does it show the person who last edited the file as **unknown**?

Select the correct answer.

A | The file was edited before track access was introduced by cloud services.

B | The user has set their account to be anonymous.

C | The user no longer exists in the system.

D | The user who has edited the file is called 'unknown'.

[1]

Question 50

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

If a provider does not have its own productivity suite, it will allow you to use any add-on from another vendor's **SaaS** application.

True

False

[1]

Question 51

Which permission level is also known as **private**?

Select the correct answer.

A	Blocked

B	Internal

C	None

D	Restricted

[1]

Question 52

An organisation is improving its security by applying **permissions** to its files that are stored online.

Drag each option (**A-E**) below, into the drop zone to indicate which **permissions** give **either** Edit only rights **or** View only rights **or** both.

The following **permissions** can be applied.

Options

E. Write	D. Read	C. Execute	A. Create	B. Delete

Edit only   View only   Both

[1]

Question 53

Which of the following will **not** lead to **data deduplication**?

Select **all** the statements that apply.

A Making use of embedding files in complex documents.

B Making use of file encryption.

C Sending a link to a shared file in an email rather than including a file in the email.

D Turning the option of creating backup files off when using existing applications.

[1]

Question 54

An organisation wants to transition its traditional on-site IT services to a cloud service model.

If the cloud service models considered do not meet the needs of the organisation, what action should be taken?

Select the correct answer.

A Ask a cloud provider to make changes to its service model.

B Change its needs to meet the service model.

C Look again at an alternative service model.

D Remain using traditional IT services.

[1]

Question 55

One of the considerations for adopting cloud services is the suitability of the organisation's **infrastructure** to allow reliable access to the services.

What does **infrastructure** mean?

Select the correct answer.

A   The application software required to meet its obligations to its customers.

B   The hardware and software that supports an organisation.

C   The operating system and server configuration used.

D   The switches and cable specifications used to create the LAN.

[1]

Question 56

Choose **one** advantage of setting up a pilot program as part of a cloud readiness assessment.

Select the correct answer.

A   To allow access to valued customers to show the company is improving technologically.

B   To allow the pay-as-you-grow budget to be costed.

C   To be able to reduce employee numbers and decrease the cost of technical support.

D   To identify applications that are going to be easy to migrate.

[1]

Question 57

On completion of a pilot program a review will take place.

Why is a review needed?

Select the correct answer.

| A | To allow employees to start the move to cloud services. |

| B | To be able to put together a presentation for customers. |

| C | To identify the volume of data that will need to be stored in the cloud. |

| D | To understand what services can be migrated to the cloud service. |

[1]

Question 58

A cloud provider provides a series of metrics to allow the quality of service to be monitored.

Drag the metric from the drag options to its definition in the drop zone.

Options

| Mean Time Between Failure | Throughput | System Availability |

The amount of time that a component will work for	The amount of time that a user is able to gain access to cloud resources	The average data rate that is achievable in a given time period

[1]

Question 59

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

Service monitoring and reporting is an essential part of a Service Level Agreement (SLA) as it allows a customer to ensure the cloud provider is meeting their obligations.

True

False

[1]

Question 60

A Service Level Agreement (SLA) between a cloud vendor and a customer includes dispute resolution procedures.

The steps of a dispute resolution procedure are shown below.

Arrange the steps in the **correct order** by entering the associated number.

The first and last steps have been completed for you.

1	**Disagreement between the two parties.**
2	Discussions between the senior management of the cloud vendor and customer.
3	Discussions between the cloud vendor and customer.
4	Legal intervention.
5	Independent mediation.
6	**Resolution.**

Order	Step
1	**Disagreement between the two parties.**
2	
3	
4	
5	
6	**Resolution.**

[1]

Question 61

If a cloud service uses **multi-tenancy** there will be a specific statement about this in the Service Level Agreement (SLA).

Read the following sentence about **multi-tenancy** and fill in the numbers representing the missing words in the sentence below.

1   customer

2   dedicated

3   hidden

4   individual

5   private

6   processing

7   public

8   vendor

In a multi-tenant application deployment, a [   ] share of the application

[   ] time is allocated to each [   ]

and the data is kept [   ] from other companies accessing the same application.

[1]

Question 62

Which of the following should **not** be included in the **disaster process recovery** section of a Service Level Agreement (SLA)?

Select the correct answer.

A   Amount of data that can be lost to a disaster.

B   How long it takes to recover data from a backup.

C   The backup medium used.

D   The nature of the backup provision.

[1]

Question 63

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

Select the correct answer.

37

A	Annual price increase.
B	Data ownership.
C	Number of security breaches per year.
D	Server specifications.

[1]

Question 63

Question 64

A Service Level Agreement (SLA) includes responsibilities for a cloud provider and a customer.

Drag each option (**A-E**) below into the drop zone to indicate which are the responsibility of **either** the cloud provider **or** the customer **or** both.

Options

B. The minimum amount of lead time for planned network changes   A. To ensure security procedures are followed

D. To report problems with service   C. To notify changes in service requirements

E. The maximum time to recover a file from backup

Cloud provider

Customer

Both

[1]

Question 64

Question 65

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

Users must give consent for their data to be transferred within the European Economic Area (EEA).

True

False

[1]

Question 66

Which **three** statements are covered by the Computer Misuse Act?

Select **three** answers.

A	Making, supplying or obtaining anything which can be used to hack a computer.

B	Modification of data.

C	Storing data for longer than is necessary for the original purpose.

D	Unauthorised access to computer material.

E	Unauthorised access to computer materials with intent to commit a further crime.

[1]

Question 67

Which of the following is **not** covered by the Official Secrets Act?

Select the correct answer.

A	Location of cloud provider's backup data centre.

B	Location of military installations.

C	Password policy for employees at Government Communications Headquarters (GCHQ).

D	Warship design.

[1]

Question 68

Who owns the data stored in the cloud?

Select the correct answer.

A	The business making use of the cloud services.

B	The cloud provider.

C	The cloud vendor.

D	The group whom the data is about.

[1]

Question 69

Which of the following is **not** a benefit to a company of using single sign on (SSO)?

Select the correct answer.

A	Allows user to logon with a third party authentication app.
B	Reduces support calls.
C	Simplifies username and password management.
D	Streamlines the user experience.

[1]

Question 70

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

One of the risks of cloud adoption is that if the vendor increases their prices the organisation thinks they cannot leave and they stay and pay it.

| True |
| False |

[1]

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Need to get in touch?

If you ever have any questions about OCR qualifications or services (including administration, logistics and teaching) please feel free to get in touch with our customer support centre.

Call us on
01223 553998

Alternatively, you can email us on
support@ocr.org.uk

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