

CAMBRIDGE TECHNICALS LEVEL 3 (2016)

Examiners' report

IT

05838–05842, 05877

Unit CC Summer 2023 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 question paper and the mark scheme can be downloaded from OCR.

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Unit CC series overview

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
<p>Correctly answered questions for the following teaching content:</p> <ul style="list-style-type: none"> • 1.1 Cloud technology characteristics and terms • 2.2 Business considerations when implementing cloud services • 3.1 Cloud service models • 3.2 Accountabilities and responsibilities based on cloud service model • 3.3 Organisations' internal skills requirements to support their cloud model • 6.1 Data transference. 	<p>Found the following teaching content challenging:</p> <ul style="list-style-type: none"> • 1.2 Cloud models, e.g. Private, Public, Hybrid, Community • 1.3 Types of organisation that would benefit from cloud technology • 1.4 Types of organisation that may not benefit from cloud technology • 2.4 Business benefits of service models • 3.4 Technology that make cloud services possible • 5.1 Considerations for adopting cloud services • 5.4 Service Level Agreements.

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 LO2: Understand the business benefits of cloud services. Candidates found LO5: Understand the deployment requirements for cloud-based services for organisations the most challenging.

Learning outcome 1: Questions 1-17

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 3, 7-8, 10-11, 14, 16-17 and very few candidates achieving the marks for Questions 5, 9, 12-13. In particular, Questions 12 and 13 were challenging for candidates.

Learning outcome 2: Questions 18-29

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on most of the questions for this LO particularly Questions 22 and 26, but found Questions 20, 24 and 27 challenging.

Learning outcome 3: Questions 30-48

LO3 requires candidates to understand the requirements of cloud services. Questions for this learning outcome that presented difficulties for candidates were Questions 34, 36, 42 and 47. Question 37 was answered well.

Learning outcome 4: Questions 49-55

LO4 requires candidates to understand the features of cloud storage. There were seven questions which addressed this learning outcome. Responses to Question 55 were the least successful.

Learning outcome 5: Questions 56-63

This LO requires candidates to understand the deployment requirements for cloud-based services for organisations. Questions 59 and 62 were answered well with Questions 56-58, 61 and 63 being less successful.

Learning outcome 6: Questions 64-66

LO6 requires candidates to know the regulatory issues that impact cloud technology. There were three questions which targeted this learning outcome. Questions 64-66 were successfully answered.

Learning outcome 7: Questions 67-70

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. Of the four questions addressing this learning outcome, candidates were most successful answering Questions 68 and 67. Questions 69 and 70 proved difficult.

Appendix 1 Questions

Question 1

In a multi-tenancy environment, what is a **tenant**?

Select the correct answer.

- A A group of users who access the same user interface.
- B A group of users who access their own software and data.
- C A group of users who have their own application but share the data.
- D A group of users who share software.

[1]

Question 2

What is **chargeback**?

Select the correct answer.

- A When the customer is given an amount of services and the cloud provider charges for the services not used.
- B When the customer is only charged for what they use.
- C When the customer pays a deposit and the cost of services is taken from this.
- D When the customer pays for a standing charge and is charged extra for services over this amount.

[1]

Question 3

Complete the following statement about cloud computing by dragging the **one** correct term from the options to the drop zone below.

Cloud computing enables on-demand network access to a configurable computing resource with _____.

Options

minimal end user testing

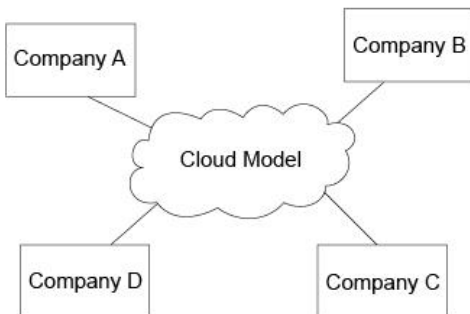
minimum use of corporate funds

minimal management effort

Answer

[1]

Question 4



Which **cloud model** is shown in the diagram above?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 5

Why are community clouds **suitable** for organisations working in industries such as healthcare?

Select **all** the statements that apply.

- A Cost of shared services divided between organisations.
- B To allow compliance to be centralised.
- C To allow security to be centralised.
- D To take advantage of services that benefit them all.
- E To use the same infrastructure as competitors so they don't have an advantage.

[1]

Question 6

Which of the following cloud models are **only** located off-premises?

Select **all** the answers that apply.

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

[1]

Question 7

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

A private cloud requires software known as a '**Stack**' to operate it.

True

False

[1]

Question 8

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

Select **all** types of organisation that would **benefit**.

A Those who have a stable workforce and little variation in workload.

B Those who migrated from online to fixed premises.

C Those with a global workforce.

D Those with a mobile workforce.

[1]

Question 9

Which **three** statements **best** describe why a marketing agency would benefit from cloud technology?

Select **three** statements.

- A It allows for greater collaboration.
- B It allows for greater control of digital assets.
- C It allows for growth as the company's needs fluctuate.
- D It enables costs to be fixed while the company grows.
- E It enables the use of applications across a wide range of platforms.

[1]

Question 10

Why would an organisation **adopt** cloud technology?

Select the correct answer.

- A To allow it to expand into different markets.
- B To allow systems to be updated with the latest security features.
- C To be flexible as business growth is uncertain.
- D To enable all staff to work from home.

[1]

Question 11

A start-up company provides customers with technical assistance for their home appliances.

Some of the possible reasons why the company should use cloud technology are given below.

- 1 They have no fixed premises.
- 2 They have no IT network staff.
- 3 They have nowhere to meet their clients.
- 4 They have nowhere to host their infrastructure.

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

- A
- B
- C
- D

[1]

Question 12

Why would a research and development facility **not** benefit from cloud technology?

Select **all** the reasons that apply.

- A
- B
- C
- D
- E

[1]

Question 13

Read the following statements about information security and sensitivity of information.

Each statement could apply to **either** information security, **or** sensitivity of information **or** both.

Drag each statement from the options (A-E) below, into the appropriate drop zone to indicate whether it could apply to **either** information security, **or** sensitivity of information **or** both.

Options

A. Information that could result in harm to an individual

C. Preventing information being seen by those not permitted

D. Reducing the potential disruption in access to the information

E. Use of access rights to prevent unauthorised access

B. Information that must be protected from unauthorised access

Information security

Sensitivity of information

Both

[1]

Question 14

Some possible steps a company could take to **increase** the willingness of employees to adopt cloud technology are given below.

- 1 Training should reflect technological ability.
- 2 Company influencers need to be invested in the technology.
- 3 Routines from existing system need to be matched in the new system.
- 4 Possibility of unemployment if the employee resists the change.

Select the correct answer that shows **all** of the steps that apply.

- A
- B
- C
- D

[1]

Question 15

One organisational role is a **capacity planner**.

What does **capacity** mean?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 16

Do you have the following skills?

- 1: Contract negotiation and proof of concept
- 2: SLA monitoring and day-to-day project coordination
- 3: Communications to the user community
- 4: Security and business process integration

Then you are the person we are looking for:

Apply now

Alex has seen the **job** advert above.

What **job** is being advertised?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 17

In an organisation, whose responsibility is it to aid the user during the **transfer** from traditional IT to cloud services?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 18

Complete the following statement about **ownership** by dragging the correct **two** words from the options to the drop zones below.

Utilising cloud technology is like outsourcing. You do not own the _____ or even the _____ that operate it.

Options

technicians

premises

employees

computers

servers

Answer 1

Answer 2

[1]

Question 19

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

One of the differences between cloud technology and outsourcing is that cloud technology has service level agreements between the company and the provider whilst outsourcing does not.

True

False

[1]

Question 20

Which of the following is an example of **scaling**?

Select the correct answer.

- A Adding more applications.
- B Adding more processors.
- C Increasing the number of operating systems the app can run on.
- D Increasing the number of technicians.

[1]

Question 21

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

Hardware independence means that it does not matter what hardware the cloud provider is using as long as the software works on a specific make and model of end user device.

True

False

[1]

Question 22

'Time to market' is the time to get a product from the initial idea to market.

The amount of time it takes to get a product to market using cloud technology compared to traditional methods is:

Select the correct answer.

- A
- B
- C
- D

[1]

Question 23

A company is investigating using cloud technology to distribute its **timing software** to their clients.

There are several possible reasons why they should distribute their **timing software** using cloud technology.

- 1 It allows access regardless of time or location.
- 2 The company does not have to consider the platform that the client is using.
- 3 It enables the client to have access to the most up-to-date version of the software.
- 4 It allows software to be distributed to clients without additional on-premises infrastructure.

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

- A
- B
- C
- D

[1]

Question 24

Read the following list of business costs.

Each cost could apply to **either** capital expenditure **or** operating expenditure.

Drag each cost from the options (A-F) below, into the appropriate drop zone to indicate whether it could apply to **either** capital expenditure **or** operating expenditure.

Options

B. Energy costs

E. Server costs including hardware components

D. Networking equipment including cabling

A. Chargeback costs

C. Leasing infrastructure services

F. Storage costs

Capital expenditure

Operating expenditure

[1]

Question 25

Having a cloud-based backup available is **important** to a business because it:

Select the correct answer.

- A
- B
- C
- D

[1]

Question 26

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

One of the reasons for using cloud technology is that it provides **easy access** to the data that is stored in the cloud.

 True False**[1]**

Question 27

Which **three** statements **best** describe the benefits of using cloud technologies when considering a business' **internal** technical skills?

Select **three** statements.

A The business does not need to consider the backup schedule.

B The business does not need to consider the security requirements for the data.

C The business does not need to consider the specification of hardware that needs to be purchased.

D The business does not need to consider the technical skills required by the IT department.

E The business does not need to know the software being used by its clients.

[1]

Question 28

Why is a simplified interface for user groups a **benefit** to a business?

Select the correct answer.

A It allows the user to only see the options they need to do their job.

B It allows users of different abilities to add different options to their screen.

C It gives the user feedback on the options they have selected.

D It prevents the user from selecting the wrong option.

[1]

Question 29

A business is developing revision software for students. The software will be based on a **self-service** model.

They have been given the following possible requirements of a **self-service** model.

- 1 Must be intuitive to use.
- 2 Must be highly available.
- 3 Must be easily accessible.
- 4 Must be customisable to the individual skills of the user.

Select the correct answer that shows **all** the requirements that should be considered.

A 1, 2 and 3

B 1, 3 and 4

C 2, 3 and 4

D 1, 2, 3 and 4

[1]

Question 30

Drag the cloud service model from the drag options to the appropriate application that would be present within that model in the drop zone below.

Options

PaaS

IaaS

SaaS

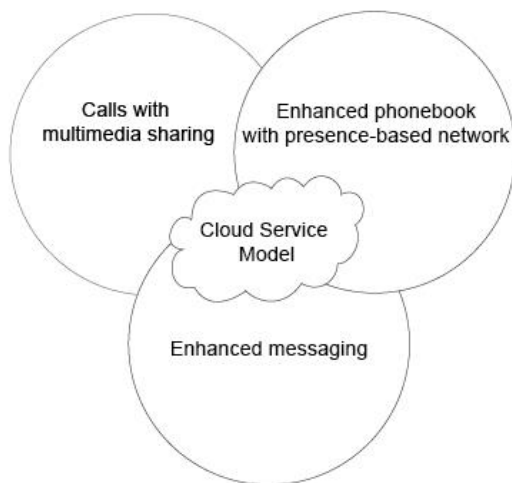
Application development

CRM

Load balancing

[1]

Question 31



Which cloud service **model** is shown above?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 32

Which of the following is an example of **laaS**?

Select the correct answer.

A Amazon Web Services

B Force.com

C Google Workspace

D Zoho

[1]

Question 33

Which of the following cloud service models is a collection of horizontal services available across **organisational boundaries**?

Select the correct answer.

A CaaS

B laaS

C PaaS

D XaaS

[1]

Question 34

Drag the cloud service model from the drag options to the appropriate example of use in the drop zone below.

Options

SaaS PaaS IaaS

Setting up an environment to develop an application

Setting up a web-based mail service

Setting up and dismantling test and development environments

[1]

Question 35

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

In PaaS the cloud vendor takes **responsibility** for developing the application.

True

False

[1]

Question 36

Complete the following statement by dragging the correct **two** words from the options to the drop zones below.

In _____ the organisation is responsible for _____ the cloud infrastructure.

Options

PaaS SaaS IaaS creating managing

Answer 1

Answer 2

[1]

Question 37

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

Drive space and credentials are two of the initial sets of information required to move from installing to provisioning.

[1]

Question 38

Which **three** of the following organisational roles should have **project management** skills?

Select **three** answers.

- A Capacity planner
- B Cloud architect
- C Cloud service manager
- D Vendor management

[1]

Question 39

Which organisational **internal** skill is required to understand Service Level Agreements (SLAs)?

Select the correct answer.

- A Compliance
- B Data integration
- C Project management
- D Vendor management

[1]

Question 40

Which organisational internal skill is **only** required by the cloud architect?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 41

Which organisational **internal** skill is known as the 'lifblood of how to use the cloud'?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 42

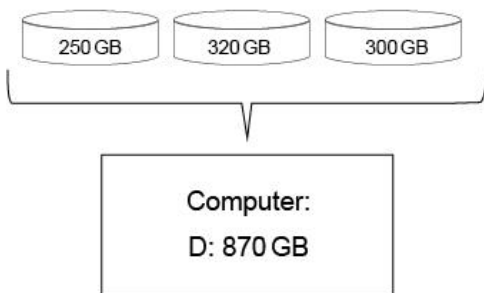
Understanding the regulations that govern data security, access, and usage would require which organisational **internal** skill?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 43



A cloud server uses the storage above.

This is an example of which type of storage?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 44

Different networking elements are required to **allow** cloud availability.

Drag the networking term from the drag options to its example in the drop zone below.

Options

Service

Protocol

Device

DHCP

Router

TCP

[1]

Question 45

The steps of an installation required when setting up a virtual server are shown below.

Drag the steps from the drag options, in the correct order, for drop zones 1 to 3 (zone 1 = first step, zone 3 = last step).

Options

Database

Operating system

Application

1

2

3

[1]

Question 46

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

A **virtual machine** presents the guest operating systems with an operating platform and manages the execution of the guest operating systems.

[1]

Question 47

The following is a definition of which **cloud technology** term?

'A system to manage multiple tasks across several cloud solutions placing it into a single action.'

Select the correct answer.

A

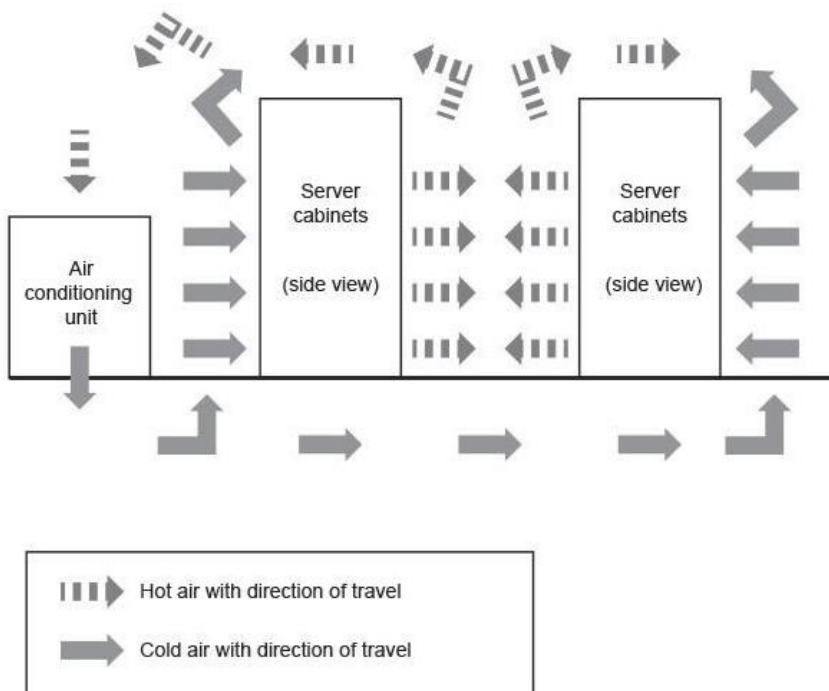
B

C

D

[1]

Question 48



The image above is showing what kind of **cooling system**?

Select the correct answer.

- A Cold aisle containment
- B Cold cooling circulation
- C Hot aisle containment
- D Hot and cold aisles

[1]

Question 49

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

A business does **not** need to pay the extra money required for corporate cloud storage services. It can use consumer cloud services instead.

True

False

[1]

Question 50

A desktop service can be used to **synchronise** data between the desktop and the cloud.

The steps of the process when setting up desktop **synchronisation** 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

Decide if stored locally or on demand

Select files/folders to synchronise

Log in to program

Download and install program

1

2

3

4

[1]

Question 51

If your cloud provider does **not** have its own productivity suite an alternative might be to:

Select the correct answer.

- A Find an online app that provides the same functionality.
- B Move to another provider.
- C Use a desktop application that provides the same functionality.
- D Use another provider's application via an add-on.

[1]

Question 52

Public permission level means:

Select the correct answer.

- A A public permission level does not exist.
- B Anyone with the link can edit the file.
- C Only members of the organisation with the link can edit the file.
- D You need to log on to the organisation's cloud before you can edit the file.

[1]

Question 53

A teacher wants students to have access to a worksheet, but does **not** want them to be able to change the original file.

Which **permission** should the teacher apply to the file?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 54

Which **three** statements **best** describe the advantages of data deduplication?

Select **three** statements.

- A
- B
- C
- D
- E

[1]

Question 55

Why would an organisation send its data **physically** to the cloud provider on a hard drive?

Select the correct answer.

- A Organisation cannot spare the time to upload the data itself.
- B Organisation does not have the technical ability to upload the data.
- C Organisation has too much data to be able to upload it.
- D Organisation wishes to release itself of responsibility of data upload.

[1]

Question 56

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

A change in security from organisational to cloud data centre hosting has **no** impact on legal or regulatory requirements.

True

False

[1]

Question 57

Which of the following is **not** a reason why an organisation would want to measure the **metrics** of a cloud service?

Select the correct answer.

A To see if additional processing power is required.

B To see if additional storage is required.

C To see if the application is meeting its requirements.

D To see if the cloud provider is meeting its SLA.

[1]

Question 58

Why must the cloud provider's systems be protected in a secure **and** stable facility?

Select the correct answer.

A To ensure that data is not lost in a natural disaster.

B To meet the requirements of any local legislation.

C To meet the requirements of the Computer Misuse Act.

D To prevent corporate espionage.

[1]

Question 59

When would an organisation consider **exiting** its agreement with a cloud provider before the contract officially ended?

Select the correct answer.

- A If the cloud vendor failed to uphold the contract.
- B If the cloud vendor moved locations to a different site in the same country.
- C If the cloud vendor suffered a natural disaster.
- D If the company was offered a better deal by a different cloud vendor.

[1]

Question 60

Read the following list of **performance metrics** provided by a cloud service provider.

Each metric could apply to **either** servers **or** network.

Drag each metric from the options (**A-E**) below, into the appropriate drop zone to indicate whether it could apply to **either** servers **or** network.

Options

C. The minimum, maximum and average time that database services were used

B. The available bandwidth

A. The amount of throughput of data at the switch

D. The number of dropped packets

E. The percent of time that processing was available

Servers

Network

[1]

Question 61

Why should the **duration** of the agreement be included in the Service Level Agreement (SLA)?

Select the correct answer.

A To be able to budget for the life of the agreement.

B To be able to compare prices with different cloud providers.

C To know when to start looking for a new cloud provider.

D To lock both parties into a fixed-term contract.

[1]

Question 62

Why should **data location** be included in the Service Level Agreement (SLA)?

Select the correct answer.

A To have reassurance that the building can protect the data from physical harm.

B To know where to go for a compliance visit.

C To make sure it meets copyright legislation.

D To make sure it meets data protection legislation.

[1]

Question 63

When should the cloud provider **notify** the customer of a data breach?

Select the correct answer.

- A Notify the customer of any data breaches.
- B Notify the customer of any data breaches involving any data relating to their company.
- C Notify the customer of any data breaches involving personal data only.
- D Notify the customer of any personal data breaches that have to be notified under GDPR regulations.

[1]

Question 64

How does the **Data Protection Act** limit where data can be transferred to?

Select the correct answer.

- A Only to countries with the same level of data protection.
- B Only within the country where the data is held.
- C Only within the EEA.
- D Only within the EEA and to the USA.

[1]

Question 65

The Privacy and Electronic Communications Regulations give people specific **privacy rights** in relation to:

Select the correct answer.

A Directory listing

B Itemised billing

C Line identification

D All of the above

[1]

Question 66

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

The Official Secrets Act only applies if you have **signed** it.

True

False

[1]

Question 67

How might the adoption of cloud services **impact** on privacy in a business?

Select the correct answer.

- A Increased awareness of security required.
- B It has no impact on privacy.
- C More people have access to the data.
- D There are more points of access to the data.

[1]

Question 68

In a cloud environment, who **owns** the data?

Select the correct answer.

- A The cloud provider.
- B The individual that the data is about.
- C The organisation.
- D All of the above.

[1]

Question 69

What is **data segregation**?

Select the correct answer.

- A Keeping corporate and personal data separate.
- B Keeping each organisation's data separate on the same cloud.
- C Maintaining separation of virtual machines.
- D Only allowing users to see the data their access right allows.

[1]

Question 70

The steps relating to the incident management principles are shown below.

Drag the steps from the drag options, in the correct order, for drop zones 1 to 5 (zone 1 = first step, zone 5 = last step).

Options

Identify First response Data/device preservation Documentation Report to a responsible person

1 [] 2 [] 3 [] 4 []

5 []

[1]

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