

**GCSE (HIGHER TIER)
BUSINESS AND COMMUNICATION SYSTEMS**

H

1950/2

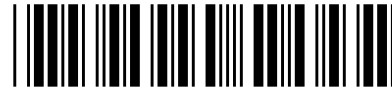
Higher Tier

MONDAY 21 MAY 2007

Morning

Time: 2 hours

Candidates answer on the question paper.
No additional materials are required.



Candidate
Name

Centre
Number

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Candidate
Number

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INSTRUCTIONS TO CANDIDATES

- Write your name, Centre Number and Candidate Number in the boxes above.
- Answer **all** the questions.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- Do **all** calculations and rough work in this booklet. Cross out any work you do not wish the Examiner to mark.
- Your Quality of Written Communication will be assessed across the whole paper. There are a maximum of 3 marks available.
- Do **not** write in the bar code.
- Do **not** write outside the box bordering each page.
- WRITE YOUR ANSWER TO EACH QUESTION IN THE SPACE PROVIDED. ANSWERS WRITTEN ELSEWHERE WILL NOT BE MARKED.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The marks allocated and the spaces provided for your answers are a good indication of the length of answers required.
- You may use diagrams wherever they will help to answer a question.
- You may use a calculator.
- You may **not** use a dictionary.
- The total mark for this paper is **100**.

FOR EXAMINER'S USE

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QWC	
TOTAL	

This document consists of **18** printed pages and **2** blank pages.

Scenario

You are an administrative assistant at Discs R Us. The business owns ten shops selling CDs, DVDs and computer games. You work at the head office in Liverpool. There are three other administrative assistants. You are all responsible to the office manager, Darren Levy.

- 1 Ten people have applied for a vacancy as head office receptionist. You have been asked to write a letter to the applicants formally inviting them for an interview in three weeks' time. You need to give to each applicant details of when the interview will take place, as well as travel directions to head office.

Why has this method of communication been chosen? Give reasons for your answer.

[3]

[Total: 3]

(b) Discs R Us is investing in new barcode readers for its shops.

State **four** factors which should be considered when assessing the capabilities and limitations of any ICT system.

- 1 _____
- 2 _____
- 3 _____
- 4 _____ [4]

(c) In order to help you plan the launch of the new website, you have decided to use project-planning software.

State **two** features of project-planning software that will be useful for this task.

- 1 _____
- 2 _____ [2]

(d) The following advertisement for the website has been created using a spreadsheet.

<p>Bored with going to the shops to buy your music, DVDs and computer games?</p> <p>Then get them on-line!</p> <p>Visit our website at www.discsrus.com</p> <p>We have:</p> <ul style="list-style-type: none">a great selection of music CDsa brilliant selection of DVDsan amazing selection of computer games <p>Remember: www.discsrus.com</p>	<p>An image has been removed due to third party copyright restrictions</p> <p>Details: An image of a man and a disc</p>
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Discuss why this is not the most suitable software to use.

[4]

(e) The image in the advertisement was originally drawn onto paper by an artist.

Describe two stages in the process of putting the image into the advertisement on the computer.

1 _____

2 _____

[4]

[Total: 20]

[Turn over

(c) The head office network has a firewall installed.

Describe how a firewall can restrict access to a computer network.

[2]

[Total: 12]

4 The next monthly meeting for all Discs R Us shop managers will be held on Thursday 28 June 2007 at 1.30pm in the Conference Room at the Liverpool head office.

(a) Prepare the Notice of Meeting and Agenda. In addition to the standard agenda items, you should include the following.

- Briefing by the new sales director about the new website
- Discussion about the items which are currently selling badly in the shops

Use the space on the **next page** to write the Notice of Meeting and Agenda.

You **may** use the space below to **draft** the Notice of Meeting and Agenda.

Discs R Us

Notice of Meeting

Agenda

[8]

(b) You have been asked to make all the arrangements for this meeting.

Apart from preparing the Notice of Meeting and Agenda, identify **two** actions you would take and explain how each would help the meeting run smoothly.

1 _____

2 _____

_____ [4]

[Total: 12]

5 Every Thursday evening the head office network manager makes a back-up copy of all the data stored on the head office network. The data is put onto a DVD which is stored in the network manager's desk.

(a) Is it a good idea to back-up and store data in this way? Give reasons for your answer.

[4]

(b) Apart from a DVD, state **two** other suitable media that could be used to store the back-up data.

1 _____

2 _____ [2]

(c) Give **two** circumstances in which it is appropriate to send a text message to a customer.

1 _____

2 _____

_____ [2]

[Total: 8]

6 Anne Woods is a new administrative assistant at head office.

(a) Explain **two** benefits to **Anne Woods** of receiving induction training.

1 _____

2 _____

_____ [4]

(b) Explain **two** drawbacks to **Discs R Us** of Anne Woods receiving on the job training in carrying out her role as administrative assistant.

1 _____

2 _____

_____ [4]

7 Discs R Us has a staff consultative committee which meets once a month.

(a) Explain what is meant by a staff consultative committee.

[2]

(b) Describe **two** possible drawbacks to **employees** of having a staff consultative committee.

1 _____

2 _____

[4]

[Total: 6]

- 8 (a) A customer in the head office reception area is demanding to see all of her personal data held by Discs R Us.

Under what circumstances is the customer entitled to see this data?

[2]

- (b) Discs R Us is required to comply with legislation designed to prevent copyright theft.

Explain **two** ways in which Discs R Us is required to comply with this legislation.

1 _____

2 _____

[4]

[Total: 6]

9 All letters sent by Discs R Us are given a reference with the following format.

<directory>/<sub-directory>/<customer name>/<yyyy/mm/dd>

The reference is put as a footer on each letter.

(a) Explain **two** reasons why such a reference is necessary.

1 _____

2 _____

[4]

(b) Discs R Us also keeps a paper copy of all letters sent.

Assess the impact on **Discs R Us** of keeping paper copies of all letters sent.

[6]

[Total: 10]

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19
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