

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
5	
6	
7	
8	
TOTAL	



General Certificate of Secondary Education
Higher Tier
June 2010

Information and Communication Technology (Specification B)(Short Course)

3528/H
H

Written Paper

Monday 21 June 2010 9.00 am to 10.30 am

You will need no other materials.
You may use a calculator.

Time allowed

- 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 60.



J U N 1 0 3 5 2 8 H 0 1

M/Jun10/3528H

3528/H

Answer **all** questions in the spaces provided.

- 1 ZoneGem sells watches and jewellery.
A secretary is writing a letter using word processing software. The letter looks like this.

ZoneGem
Universe House
Little Norton
Anderstown
AN12 2ZZ

01288 674765
bn@ZoneGem.com

21/06/2010

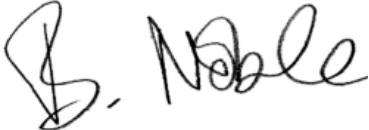
Dear Mr Kowalczyk

Many thanks for your order. We do not have all the items on your order in stock.

You can choose: next day delivery; within 3 working days; or economy.

We have the SWgold watch in stock at a cost of £350.

Yours sincerely



B Noble


} Paragraph A

} Paragraph B



- 1 (a) The secretary wants to align some text.
Write **one** label in the box to name the type of alignment shown.

Label	Type of Alignment
A	Left
B	Centred
C	Right
D	Justified
E	Horizontal

	Write one label in the box
	

(1 mark)

- 1 (b) Describe how the secretary could rearrange the letter so that paragraph A is below paragraph B.

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(2 marks)

Question 1 continues on the next page

Turn over ►



- 1 (c) The secretary is designing a logo for ZoneGem to be used in the letter heading. Write **one** label in each box to name the feature used.

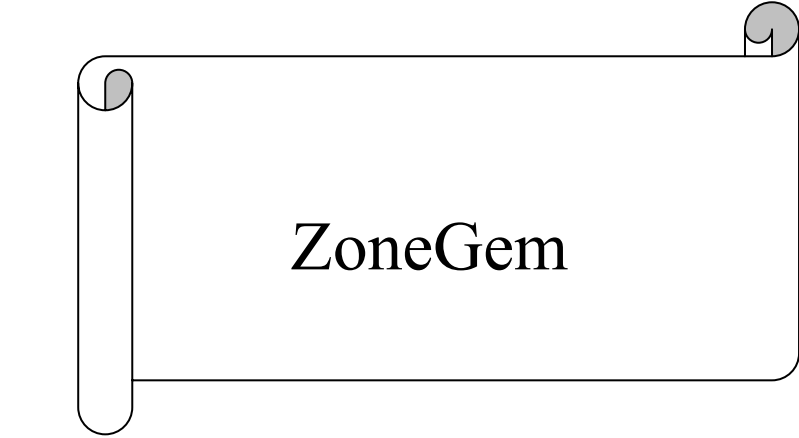
Label	
A	Page layout
B	Wizard
C	Autoshape
D	Template
E	Word art

- 1 (c) (i)

Feature	Write one label in the box
	

(1 mark)

- 1 (c) (ii)

Feature	Write one label in the box
	

(1 mark)



1 (d) The secretary sends the letter as an e-mail attachment.
Describe **two** possible security threats to ZoneGem.

Security threat 1:

.....

Security threat 2:

.....

(2 marks)

7

Turn over for the next question

Turn over ▶



- 2 A plumber uses a computer to work out the cost of refurbishing a kitchen for a customer. This is known as a quotation. Part of the information displayed on the monitor is shown below.

	A	B	C	D
1	Materials	Unit Cost	Quantity	
2	Sink	£200.00	1	£200.00
3	Sink taps	£50.00	2	£100.00
4	Washing machine	£350.00	1	£350.00
5	Washing machine taps	£25.00	2	£50.00
6	Wall tiles	£2.00	50	£100.00
7	Floor tiles	£5.00	100	£500.00
8	Total cost of materials			£1300.00
9	Labour costs			£500.00
10	Total cost of materials and labour			£1800.00
11	VAT			£270.00
12	Total cost to customer			£2070.00

- 2 (a) Write **one** cell reference in each box to show a cell with the feature described.

- 2 (a) (i)

Feature	Write one cell reference in the box
Cell format is currency	

(1 mark)

- 2 (a) (ii)

Feature	Write one cell reference in the box
Cell content is the formula =SUM(D2:D7)	

(1 mark)

- 2 (b) Describe the advantages and disadvantages to the plumber in using the software.

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(3 marks)



- 2 (c) The plumber's employer provides a laptop computer and portable printer. The plumber uses the laptop computer to play online games on the Internet during working hours.

Tick **one** box to show why the plumber should not do this.

	Tick one box
The laptop computer has a firewall and antivirus software	
The plumber has received an e-mail from an Internet bank	
The plumber should be working not playing online games on the Internet	
The laptop computer does not have database software	
The plumber's employer has told the plumber that the laptop computer can be used for business and personal use	

(1 mark)

- 2 (d) The laptop computer has been infected by malicious software downloaded from the Internet.

- 2 (d) (i) Tick **one** box to show what could be done to help protect the laptop computer.

	Tick one box
Encrypt e-mails	
Use antivirus software	
Use a burglar alarm	
Keep a regular blog	
Employ a supervisor to make sure the plumber uses the laptop computer only to help with the plumber's job	

(1 mark)

- 2 (d) (ii) Describe **one** other way to help protect the laptop computer.

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.....

(1 mark)



- 3 A doctor looks at information about patients on a computer.
This is part of the information displayed on the monitor.

	Patient Number	Surname	Gender	Admission Date	Doctor
	0263	Janiak	F	07/04/2010	Parkinson
	0061	Singh	M	03/04/2010	Aziz
	0882	Walton	F	20/03/2010	James
	0371	Bolton	F	15/03/2010	Parkinson
	0453	Jackson	M	10/01/2010	Parkinson
▶					

- 3 (a) The **Patient Number** is the key field.
Tick **two** boxes to show essential features of a key field.

	Tick two boxes
A key field cannot be left blank	
A key field must have the same value in every column	
Names make better key fields than numbers in a large database	
A key field must be different in every record	
Patients have a right to know their patient number	

(2 marks)

- 3 (b) The **Gender** field has been coded. Give **one** reason why data is coded.

.....
.....

(1 mark)

- 3 (c) The information displayed on the monitor has already been sorted.
Write **one** label in each box to complete the sentence.

Label	
A	Admission Date
B	ascending
C	random
D	descending
E	Gender
F	Surname

The records have been sorted into order on the field. (2 marks)



3 (d) The doctor is searching for patients' information.

3 (d) (i) Write down the **Surname(s)** in the record(s) selected using this search condition.

Search Condition: **Admission Date** is NOT greater than 18/03/10
Surname(s) in the record(s) selected:

.....
(1 mark)

3 (d) (ii) Write down the **Surname(s)** in the record(s) selected using this search condition.

Search Condition: **Gender** is F AND **Doctor** is Parkinson
Surname(s) in the record(s) selected:

.....
(1 mark)

7

Turn over for the next question

Turn over ▶



4 (a) A householder is buying the weekly shopping online and discovers a new website for shopping.
The home page is attractively designed with pictures of goods for sale on it.
The householder wants to persuade a friend to use this website. The householder could e-mail the home page to the friend or could send an e-mail with a link to the home page in it.

4 (a) (i) Tick **one** box to show an advantage to the householder in e-mailing the home page.

	Tick one box
When opened, the e-mail shows immediately that the home page is attractive	
The e-mail is automatically virus checked when downloaded	
The e-mail is smaller and will upload and download faster	
The e-mail link is in an attractive font and colour	
The e-mail is larger and will upload and download more slowly	

(1 mark)

4 (a) (ii) Tick **one** box to show an advantage to the householder in sending an e-mail with a link to the home page in it.

	Tick one box
When opened, the e-mail shows immediately that the home page is attractive	
The e-mail is automatically virus checked when downloaded	
The e-mail is smaller and will upload and download faster	
The e-mail link is in an attractive font and colour	
The e-mail is larger and will upload and download more slowly	

(1 mark)

4 (b) The householder is having difficulty with the new website and needs to contact the owners.

This hyperlink is on the home page: Contact us by e-mail

Describe what would happen when the householder clicks on the hyperlink.

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(2 marks)



4 (c) Discuss the advantages and disadvantages of shopping online compared with going to the shops.

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(3 marks)

7

Turn over for the next question

Turn over ▶



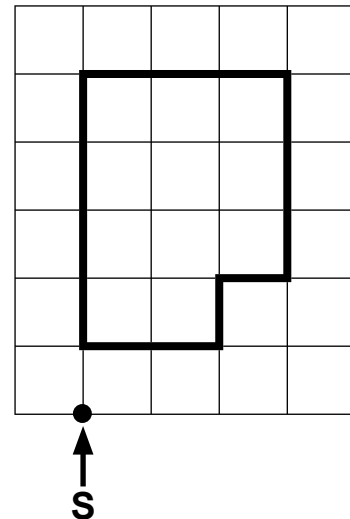
- 5 A worker is using a computer controlled cutter to cut a shape out of a sheet of rigid plastic.

These are examples of instructions that control the cutter.

Instruction	What the cutter does
Up	The cutter stops cutting and is raised above the plastic sheet
Down	The cutter moves into the cutting position on the plastic sheet
Move 5	Move forward 5 units. In the down position the plastic sheet will be cut but in the up position the cutter moves over the sheet without cutting it
Left	Turn left 90 degrees
Right	Turn right 90 degrees
To start	Returns the cutter to the starting position

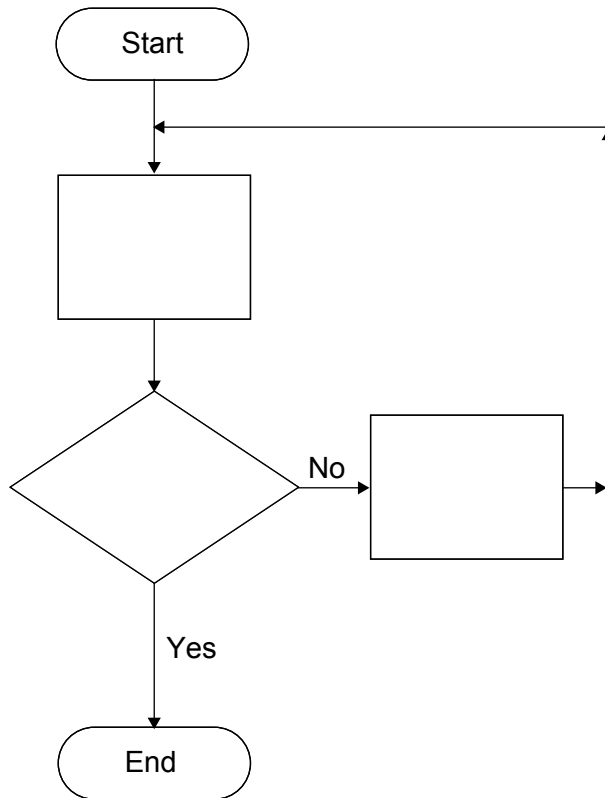
These instructions cut out the shape below. The cutter starts at S and is returned to S.

Up
Move 1
Down
Move 4
Right
Move 3
Right
Move 3
Right
Move 1
Left
Move 1
Right
Move 2
Up
To start



- 5 (b) The worker writes some instructions to cut out a shape but they do not cut out the shape wanted.
Write the labels of these statements in the flowchart boxes to show a method of developing and testing the instructions.

Label	Statement
A	Is the shape wanted cut out?
B	Change the instructions
C	Run the instructions



(3 marks)

- 5 (c) Describe **one** advantage to the worker of using a computer controlled cutter.

.....

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(1 mark)

8



- 6 SilverDVD is a company that rents out DVDs to its members. SilverDVD use an ICT system to keep track of DVDs rented to members.
- 6 (a) SilverDVD's employees have user documentation to help them use the ICT system. Employees complain that some of the user documentation is not very good. This is part of the documentation they complain about.

Reports are produced using the report writer feature which is usually in the report menu. If you don't see the report wizard in the report menu may not be installed click select install click on OK and report and click on OK. Data from archived database files can be included by selecting. Before including fields make sure the field's match in the source archive file with the report.

- 6 (a) (i) Tick **one** box to show why this is not good user documentation.

	Tick one box
The layout helps employees make sense of the documentation	<input type="checkbox"/>
The documentation is in two columns	<input type="checkbox"/>
There are spelling mistakes and grammatical errors	<input type="checkbox"/>
The documentation has a frame round it	<input type="checkbox"/>
The font is Arial	<input type="checkbox"/>

(1 mark)

- 6 (a) (ii) Give **one** other reason why this is not good user documentation.

.....

.....

(1 mark)

Question 6 continues on the next page

Turn over ▶



6 (b) User documentation can be made available as a printed manual.

6 (b) (i) Tick **one** box to show other ways documentation can be made available.

	Tick one box
As help in the software	
As a .mp3 file saved on a USB memory stick	
On a keyboard	
On a webcam	
In a model	

(1 mark)

6 (b) (ii) Describe **one** other way documentation can be made available.

.....

.....

(1 mark)

6 (c) SilverDVD are going to introduce a new ICT system.

Write **one** label in each box to show at which stage of the ICT systems life cycle each task is carried out.

Label	
A	Specification
B	Design
C	Implementation
D	Testing
E	Documentation

6 (c) (i) Task: Purchase the hardware and software to be used

(1 mark)

6 (c) (ii) Task: Check that the ICT system works

(1 mark)

6 (c) (iii) Task: Produce a flowchart of the new ICT system

(1 mark)

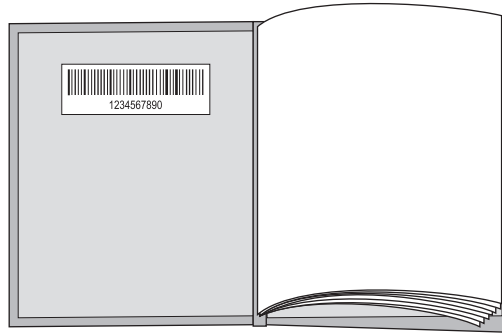
6 (c) (iv) Task: State exactly what the new ICT system will do when it has been produced

(1 mark)

8



- 7 A school library uses an ICT system to keep track of books. The librarian puts a bar code in each book.



- 7 (a) Give **one** reason why the number is printed under the bar code.

.....

(1 mark)

- 7 (b) Using the ICT system can be difficult and documentation is provided to help users.

Write **one** label in each box to complete the sentences.

Label	
A	parents
B	the ICT technician
C	the school secretary
D	Ofsted
E	the librarian
F	pupils

- 7 (b) (i) Technical documentation could be useful to . (1 mark)

- 7 (b) (ii) User documentation could be helpful to and . (2 marks)

Question 7 continues on the next page

Turn over ▶



7 (c) (i) Tick **two** boxes to show reasons to justify the use of an ICT system in the library.

	Tick two boxes
There are 50 books in the school library	
Pupils only have access to the school library in Citizenship lessons	
There are 20 pupils at the school	
There are 2,000 pupils attending the school	
Pupils use the library to look for information to help with their homework	

(2 marks)

7 (c) (ii) Give **one** other reason to justify the use of an ICT system in the library.

.....

.....

(1 mark)

7



- 8** People often use ICT at home and when they relax or do leisure activities.
- 8 (a)** A wireless home network includes three laptops and a desktop computer, and these can all use the Internet at the same time.
Draw a labelled diagram of the wireless home network. This should show all essential hardware.

(4 marks)

Question 8 continues on the next page

Turn over ▶



8 (b) Discuss ways in which the use of ICT extends what people can do and has introduced variety and flexibility into what they do at home, and when they relax or do leisure activities.

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(4 marks)

8

END OF QUESTIONS

