

Paper Reference(s)

**1185 3185**

# **Edexcel GCSE**

## **Information & Communication Technology**

**Case Study**

**Summer 2010**

The description overleaf will be used as the context for the systems design part of the written paper of the above specifications.

**Case studies are issued approximately two years prior to the examination. Edexcel will not accept any request for special considerations should the candidates be given the incorrect case study for the examination they are sitting.**

Teachers may give this description to candidates at any time after its publication.

Teachers may choose to use this context as part of the coursework collection.

Printer's Log. No.

**M33404A**



M 3 3 4 0 4 A

W850/R1185/57570 6/1/2/2

This publication may be reproduced only in accordance with Edexcel Limited copyright policy. ©2010 Edexcel Limited.

*Turn over*

**edexcel**   
advancing learning, changing lives

## 1185/3185 SCENARIO 2010

### Setting the Scene

'Bobbies Bookstore' is a large book shop based in the North East of England. The store was opened in 1996 in a small shop. After four, very successful years, the company moved to a large multi-storey building nearby.

During the move the company took the opportunity to install a networked ICT system. The system provides the following facilities:

- an automated sales system via electronic point of sales terminals
- workstations allowing customer access to information about books
- general office administration tools
- advertising.

### Sales of Books

Customers can pay at Electronic Point of Sale (EPOS) terminals throughout the store. Payment is accepted by cash, voucher, cheque and credit or debit card.

Information relating to sales and stocks of books is recorded in the **BOOK\_SALES** spreadsheet. Part of the file is shown.

	A	B	C	D	E
1	Ref. No.	Purchase Price	Selling Price	Opening Stock	Closing Stock
2	JTH7262	£6.00	£6.60	35	13
3	FAU1524	£8.00	£8.80	100	41
4	FCO1053	£12.50	£13.75	65	30
5	GCO3162	£6.00	£6.60	105	75
6	JSC0423	£12.00	£13.20	90	45
7	GAU0042	£15.50	£17.05	75	45
8	JTH1932	£8.50	£9.35	120	37
9	FSC0076	£20.00	£22.00	80	42
10	JTH1965	£6.00	£6.60	105	65

## Book Information

To help customers find books, the store is divided into a number of departments. Each department is identified by the floor it is on and the genre of the books stored there. The departments are subdivided into areas, which are numbered from 1 to 6.

This information is stored in the **BOOK\_FILE** database along with more detailed information about the books. A number of workstations have been provided for customers. These allow customers to find where books are in the store.

Part of the **BOOK\_FILE** database is given.

Ref. No.	Book Title	Author	Supplier	Genre	Area
JTH7262	Gallows Water	Davord: Jane	Johnsons	Thriller	3TH – 1
FNF1524	My Life in Brazil	Compton: Henry	Fieldmann	Non Fiction	4NF – 3
FSF1053	The Other War	Urghart: Katy	Fieldmann	Sci-Fi	1SF – 5
GCO3162	Harry's Dilemma	Smart: Sandy	Greenway	Comedy	1CO – 6
JCO0423	Gardens of Delight	Addison: James	Johnsons	Comedy	1CO – 4
GNF0042	The Winner	Bridge: Lenny	Greenway	Non Fiction	4NF – 2
JTH1932	Madge's Fear	Davord: Jane	Johnsons	Thriller	3TH – 1
FSF0076	Green Winter	Urghart: Katy	Fieldmann	Sci-Fi	1SF – 5
JTH1965	Death of a Sailor	Davies: Reginald	Johnsons	Thriller	3TH – 4

## Website

The company has always tried to keep up with modern technologies. A website was introduced in 2005. The main aim of the website is to keep customers updated about the range of books in stock and new books due into the store. The website also has articles giving background details about authors. Other information, such as dates when authors will be visiting to do book signings, is included.

Recent figures show that the sales from the store have been falling. The company has decided to introduce an on-line ordering facility on the website.

## Staffing

The store employs a number of customer service staff. They help customers with queries about books and also process sales through the EPOS terminals.

The book shop employs a small number of administration staff. It is their responsibility to deal with the day to day running of the store and advertising.

An ICT specialist is employed to manage the computer network and to keep the website updated.

**BLANK PAGE**