

Paper Reference(s)

**1185      3185**

# **Edexcel GCSE**

## **Information & Communication Technology**

### **Case Study**

**Summer 2011**

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

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## 1185/3185 Scenario 2011

### Setting the Scene

'Liquid Silver' is a highly successful music band. In 2010 the band completed a UK tour, appearing at major cities around the country, with sell-out attendances at each venue.

A fan club was set up after the tour and this is run by a small group of clerical staff. The staff are responsible for keeping members up-to-date with information about the band such as new releases, details about band members, performances and merchandising.

A website, [www.liquidsilver.com](http://www.liquidsilver.com), has been set up to provide background information about the band and fan club members can choose to receive more detailed information via email or monthly newsletters.

'Liquid Silver' is intending to go on tour again in 2012 and an itinerary is currently being developed by the staff.

### Fan Club Members

When a fan wants to join the fan club they are asked to provide their personal details. This can be done by completing an on-line membership form or by posting a hand written form.

The members' personal details are stored in a database. Part of the Members\_File is shown.

| Membership Number | Surname    | Forename  | Contact Number | Post Code | Gender |
|-------------------|------------|-----------|----------------|-----------|--------|
| 01267             | Jameson    | Katherine | 01912017981    | ND3 6YA   | F      |
| 10023             | Whittaker  | Barney    | 06771087152    | NS9 4BA   | M      |
| 00876             | Lui        | James     | 02926527157    | BC3 7SB   | M      |
| 02001             | Mason      | Becky     | 01932861723    | MA9 4WI   | F      |
| 10204             | Green      | Kim       | 06248319510    | CD6 0SE   | F      |
| 07812             | Legge      | Sarah     | 03871827394    | VA5 MT8   | F      |
| 10401             | Richardson | Jason     | 07290162841    | RA3 8FS   | M      |
| 00971             | Shutt      | Ricki     | 06684195128    | CN6 6RS   | M      |

## Merchandising

Fans are able to purchase a wide range of merchandise from the fan club and orders can be placed by telephone or on-line via the website. The information about stock is held in a spreadsheet.

Part of the Stock\_Detail\_File is shown.

|   | A            | B          | C             | D             | E             |
|---|--------------|------------|---------------|---------------|---------------|
| 1 | ITEM         | COST PRICE | SELLING PRICE | OPENING STOCK | CLOSING STOCK |
| 2 | T Shirt      | £15.00     | £18.00        | 250           | 102           |
| 3 | Bag          | £20.00     | £24.00        | 300           | 134           |
| 4 | Wallet       | £12.00     | £14.40        | 120           | 40            |
| 5 | Key Ring     | £5.00      | £6.00         | 450           | 209           |
| 6 | Diary        | £7.00      | £8.40         | 105           | 61            |
| 7 | Poster       | £5.00      | £6.00         | 525           | 206           |
| 8 | Baseball Cap | £7.00      | £8.40         | 275           | 50            |

## Administration

The '*Liquid Silver*' fan club is run from an office that is equipped with a network of computers. The office and the computer workstations have been designed to take account of any possible health and safety issues.

One member of staff has the responsibility for managing the network and keeping the website updated.

Other members of staff are responsible for the day-to-day administration of the fan club and promotional activities.

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