OCR
RECOGNISING ACHIEVEMENT

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GENERAL CERTIFICATE OF SECONDARY EDUCATION

INFORMATION AND COMMUNICATION TECHNOLOGY

2380/02

ICT B
(Higher Tier)

Wednesday 14 January 2009
Morning

Duration: 1 hour 30 minutes

Candidate Forename		Candidate Surname	

Centre Number						Candidate Number				

INSTRUCTIONS TO CANDIDATES

* Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
* Use black ink. Pencil may be used for graphs and diagrams only.
* Read each question carefully and make sure that you know what you have to do before starting your answer.
* Answer **all** the questions.
* Do **not** write in the bar codes.
* Write your answer to each question in the space provided, however additional paper may be used if necessary.

INFORMATION FOR CANDIDATES

* The number of marks is given in brackets **[ ]** at the end of each question or part question.
* The total number of marks for this paper is **80**.
* No marks will be awarded for using brand names of software packages or hardware.
* This document consists of **12** pages. Any blank pages are indicated.

OCR is an exempt Charity

Turn over

1 **(a)** Employees at Travel-m8 are often asked to recommend the best computer for their customers. For each of the users shown in the table below, draw lines to indicate the most appropriate system for each user.

User   **System**

| Someone on a limited budget who wants a desktop computer to access Travel-m8 |

| A hand-held portable computer |

| A person who wishes to explore interactive virtual travel sites produced by Travel-m8 |

| A computer with a very fast processor and a powerful graphics card |

| A person who has special needs due to a physical mobility problem |

| A computer that is compatible with the systems used at work |

| A person who works on documents both in an office and at home |

| A basic PC that can handle applications but may be slow |

| A person who wants to use the system to access Travel-m8 whilst travelling |

| An adaptive computer which incorporates a voice synthesizer and one-handed keyboard |

[5]

(b) Insert ticks in the table below to indicate which tasks each of the named devices can perform. You will need to put more than one tick in each row.

	Play an audio CD	Play a DVD movie	Create a music CD	Overwrite data on a DVD disk	Store data on a DVD disk
CD-RW drive					
DVD / CD-RW drive					
DVD R/ RW/ CD-RW drive					

[5]

(c) Travel-m8 staff involved in the production of navigation software have access to both a screen and a printer. Explain, using examples, why both of these output devices are needed.

Screen ....

....

Example ....

....

Printer ....

....

Example ....

.... **[4]**

2 Fig. 1 shows a good sitting position for a person operating a computer.

1 | Top one third of screen at or slightly below eye level

2 | Monitor about 50 cm from body (arm's length)

4 | Back supported from pelvis to shoulder blades

3 | Feet flat on floor or on footrest
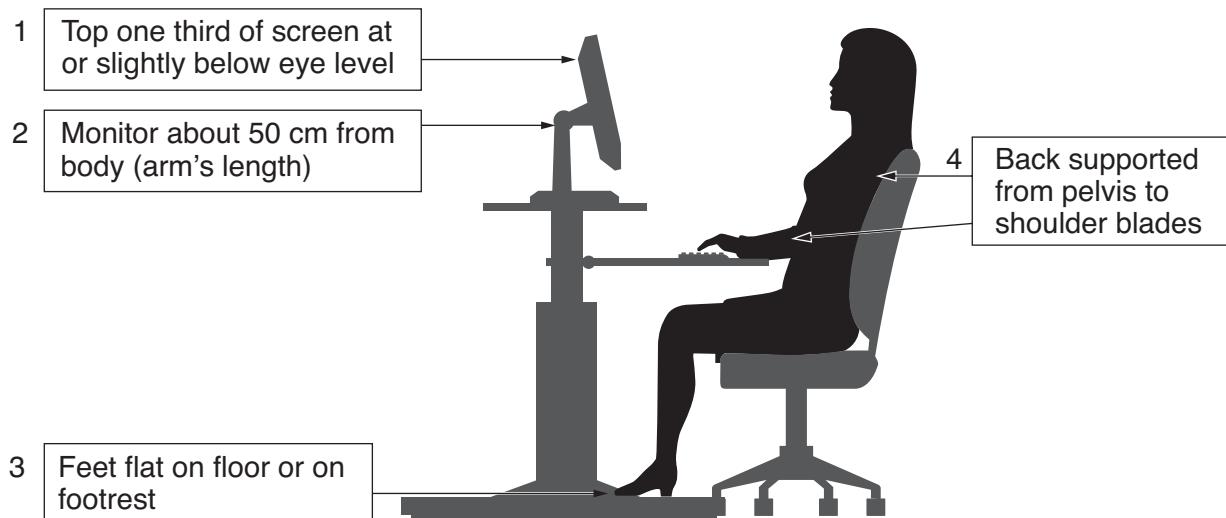
Fig. 1

Describe why each of the **four** health and safety points shown in Fig. 1 is important.

1 ....
....
.... **[2]**

2 ....
....
.... **[2]**

3 ....
....
.... **[2]**

4 ....
....
.... **[2]**

3 The staff at Travel-m8 often use information from websites.
List **seven** questions that should be used by Travel-m8 to evaluate a website before using data contained on it.

1 ....

.... **[1]**

2 ....

.... **[1]**

3 ....

.... **[1]**

4 ....

.... **[1]**

5 ....

.... **[1]**

6 ....

.... **[1]**

7 ....

.... **[1]**

4 Staff at Travel-m8 regularly use emails to communicate with customers. Customers can also pay for Travel-m8 services over the internet.

(a) Give **two** problems that may be caused by email **spam**.

1 ....

....

2 ....

.... **[2]**

(b) Give **two** problems that may be caused by email **scams**.

1 ....

....

2 ....

.... **[2]**

(c) What is Phishing?

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.... **[2]**

(d) The staff at Travel-m8 are fully aware of the different issues relating to password security. Describe different ways passwords can be stolen electronically.

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.... **[4]**

5 Travel-m8 produces software for a wide range of hand-held devices.
Describe, using examples, the term convergence when referring to hand-held devices.

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.... **[4]**

6 Explain how digital technology affects intellectual property rights?

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.... **[4]**

7 As an environmentally friendly company Travel-m8 recycles its old office hardware.
Discuss how and why hardware is recycled, identifying any issues involved in this recycling.

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.... **[6]**

8 **(a)** Describe the main features of the following wireless technologies:

(i) Bluetooth®

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.... **[2]**

(ii) Wi-Fi®

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....

.... **[2]**

(b) Travel-m8 use a system called VoIP (Voice over Internet Protocol) to communicate with their customers.
Explain how VoIP is used and why.

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.... **[3]**

(c) Below is an internet cookie.

Ppkcookie1hellowww.travel-m8.org/12356468704567*

Explain what internet cookies are, including their purpose.

....

....

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....

....

.... **[4]**

9 **(a)** Travel-m8 produces a range of single-page downloadable instruction leaflets on the use of mobile phone software.

You have been asked by Travel-m8 to design the layout of an instruction leaflet for using a web browser on a mobile phone.

   (i) Identify **two** instructions that should be included in the leaflet.

   1 ....

   2 ....

   [2]

   (ii) Design a layout for your instruction leaflet.

   Marks will be awarded for
   • structure
   • formatting
   • annotation to justify decisions
   • items to be included.

   [8]

Turn over for question 9(b)

(b) Graphics in this leaflet can be either bitmap or vector.
Describe the differences between a bitmap graphic and a vector graphic, giving an example of the use of each one.

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.... **[6]**

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