

**GENERAL CERTIFICATE OF SECONDARY EDUCATION**  
**INFORMATION AND COMMUNICATION TECHNOLOGY 2380/02**  
ICT B  
(Higher Tier)

Candidates answer on the question paper

**OCR Supplied Materials:**

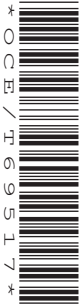
- 2380/1 & 2/PRE (inserted)

**Other Materials Required:**

- Flowchart stencil
- Candidates pre-prepared materials

**Friday 5 June 2009**  
**Morning**

**Duration: 1 hour 30 minutes**



Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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**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.

- 1 State the type of software that you would recommend for each of the tasks shown in the table below.

You should state the type of software that would perform the task most efficiently.

Do **not** use brand names.

<b>Task</b>	<b>Type of software</b>
to send reminders to customers about updates	
to develop a website	
to store and access customer details	
to calculate exchange rates	
to produce a three fold advertising leaflet	
to redesign the company office	

[6]

2 John is a customer of Travel-m8.

(a) For each of the password encrypted applications shown in the table below explain why each password is appropriate.

Use	Password	Explanation
Online booking with Travel-m8	Bby203MT28	..... ..... ..... .....
Online chat room	johnny	..... ..... ..... .....

[4]

(b) John is always forgetting his Travel-m8 password. He decides to purchase password management software.

Describe the advantages and disadvantages of password management software.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

[4]

3 Travel-m8 staff use a range of keyboard shortcut keys. Look at the picture of the keyboard shown in Fig. 1.

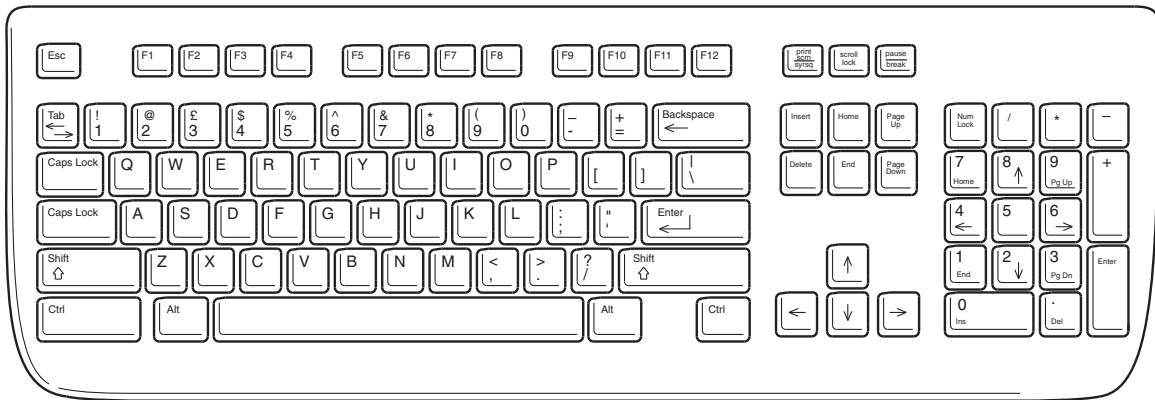


Fig. 1

Describe how Travel-m8 staff could use each of the following keys.

Function Keys

.....

.....

.....

..... [2]

Print Screen

.....

.....

.....

..... [2]

Home Key

.....

.....

.....

..... [2]

4 (a) (i) Travel-m8 produce a range of desktop widgets. What is a desktop widget?

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

(ii) Give **two** uses for a desktop widget.

1 ..... [1]

2 ..... [1]

(b) Travel-m8 allows users to download a demoware version of their software.

Describe the term demoware and state how it could differ from the purchased version of the same software.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
..... [4]

(c) Travel-m8 provide upgrades and patches for their translation software.

Describe each of the following terms.

Upgrade

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

Patch

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

5 (a) Computer security is vital to Travel-m8.

Explain why it is important for Travel-m8 to have each of the security measures shown below.

Firewall

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

Anti-virus software

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

Anti-spyware

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

Spam filter

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

(b) Travel-m8 has had problems with other internet users producing fake sites.

What are fake sites and how might these sites cause problems for Travel-m8 and its customers?

.....  
.....  
.....  
.....  
.....  
..... [4]

6 A brief description of the software purchase procedure for Travel-m8 is described below:

- Customer accesses website
- Customer downloads trial software
- Customer trials software
- Customer logs onto website and navigates to secure pages
- Customer enters personal details
- Customer pays for licence using a credit card
- Automated product registration code is sent to customer email address.

Draw a system flowchart to show the various stages of purchasing Travel-m8 software.

[9]

7 (a) Staff at Travel-m8 use stand alone and networked computers.

Give **two** benefits of networked computers.

- 1 .....
- .....
- 2 .....
- ..... [2]

State **two** functions of the server in the network.

- 1 .....
- .....
- 2 .....
- ..... [2]

(b) Travel-m8 has a very large number of customers downloading software.

Describe **two** benefits to Travel-m8 of using a mainframe computer.

- 1 .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....
- .....
- ..... [4]



(c) Staff at Travel-m8 store a large amount of data using a variety of different media.

For each medium shown below, draw a line to link it to the type of technology it uses to store data.

**Medium**

DVD + RW

Hard drive

Flash drive

**Technology**

Solid State

Magnetic

Optical

[3]

8 Travel-m8 relies upon its customers accessing WiFi hotspots.  
Explain, using examples, what WiFi hotspots are and how they are used.

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

[4]

9 Part of a spreadsheet used by Travel-m8 is shown below.

	A	B	C	D	E	F
1	<b>Software</b>	<b>Price</b>	<b>Sales</b>	<b>Total</b>		
2	GoSoft	£30.00	2000	60000.00		
3	Go-m8	£59.00	3000	177000.00		
4	Go2	£35.00	2300	80500.00		
5				317500.00		

(a) State the formula that would be used in cell D2.

..... [1]

(b) The formula in cell D2 has been copied into cell D3 and D4 using relative cell referencing. State what relative cell referencing is and give an example of what will happen when the formula in cell D2 is copied to D3.

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

(c) Cell D5 contains a formula that totals the sales revenue from all three software titles. State the formula needed in cell D5.

..... [1]

10 Travel-m8 has a wide range of methods to allow customers to communicate with each other and with staff.

Describe the following methods of communication and state how each could be used.

Blogs

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

Online social network

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

Bulletin Board

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

Chat groups

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

**PLEASE DO NOT WRITE ON THIS PAGE**



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