

Tuesday 17 January 2012 – Morning

GCSE INFORMATION AND COMMUNICATION TECHNOLOGY

2380/02 ICT B (Higher Tier)

Candidates answer on the Question Paper.

OCR supplied materials:

- 2380/02/PRE (inserted)

Other materials required:

- Flowchart stencil
- Candidates pre-prepared materials

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- The Insert will be found in the centre of this document.
- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Do **not** write in the bar codes.

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.

Task	Type of software
To access a newsfeed	
To change the resolution and size of a graphic image	
To create a poster	
To develop a financial model	
To send a text message from a desktop computer	
To store large amounts of customer data	

[6]

- 2 Greene Tech has a number of web templates. One of the users accidentally saves a completed document over one of the template files.

Explain **two** methods that could be used to prevent loss of a template in this way.

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3

3 Tick **one** box in each row to show whether the statement is true or false.

Statement	True	False
A blog can be used by anyone to reach a large audience		
A chat is an offline conversation between many computer users		
A Tweet is designed for company communication		
Online discussion forums are designed to build online communities of people with similar interests		
When you send an email both people have to be online at the same time		
When you send an email using email software it is automatically saved on your system		
When you take part in a chat you can set your system so that a record of the chat is saved		

[7]

4 Greene Tech communicates with its customers using a SMS.

Compare the advantages of using a SMS rather than email.

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[4]

- 5 Greene Tech has a free downloadable resource. Before downloading the resource, users have to complete a data capture form.

The company has asked you to design the data capture form for their website.

The list below shows the essential data they wish to collect:

- Full name and address including postcode
- Email address
- Mobile and land line telephone number
- Nationality.

Draw an annotated diagram to show the web-based data capture form. You should also add **two** extra fields of your own.

Marks will be awarded for:

- A clear structure for the data capture form
- Inclusion of all the data listed
- Use of validation and verification.

6 Greene Tech have received a number of completed data forms from non-existent customers that have been completed by an automated system.

Describe **two** methods the company could use to ensure that the user is a real person and not an automated system.

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7 Part of the database used by Greene Tech is shown in the table below.

Customer Number	Sort Code	Title	Surname	First Name	Address line 1	Address line 2	Postcode
10766	SP1	Ms	Cushing	Sally	123 North Road	Wordsworth	WW1 2DP
10337	BR1	Mrs	Lee	Kim	5 Elm Avenue	Williamsville	WV7 3BR
10436	SP1	Ms	Smith	Jo	17 Bridge Road	Wordsworth	WW4 8LP
10682	CU3	Mr	Smith	John	9 Acacia Avenue	Wordsworth	WW3 8RD
10145	BR1	Miss	Williams	Noreen	19 Green Road	Belfort	BB5 9EL

(a) Explain why the customer number field is needed.

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 [2]

(b) (i) State **one** field where a look-up check could be used for data entry.

..... [1]

(ii) State **two** advantages **and one** disadvantage of using a look-up for this field.

Advantage 1

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Advantage 2

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Disadvantage

..... [3]

(c) Customers often forget their passwords.

Describe the steps of an automated method to allow customers to reset their password.

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8 Greene Tech is looking for a new service provider to host their website. They need a **secure site** and presently have **700,000 registered users**. The Greene Tech website is **12mb** in size. The table below shows the initial analysis of five providers.

Provider	Speed of web access	Storage size	Security	Band width	Cost	Integration with a database
A	9	10	2	9	5	7
B	9	9	9	9	3	1
C	10	8	6	8	9	10
D	2	10	5	5	5	5
E	5	6	6	4	8	9

10 = best
1 = worst

Compare the suitability of the providers shown and explain which you would recommend to Greene Tech and why. Marks will only be awarded for comparisons which refer to the company's needs.

Service Provider

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9 Greene Tech uses a wide range of methods to communicate with other companies.

(a) One of the benefits of using electronic communication is that it saves on cost. Explain **two** other benefits to Greene Tech of using electronic communication.

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(b) State **two** ways that electronic communication is better for the environment.

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10 Staff at Greene Tech use a wide range of software applications with macro capabilities.

Describe what is meant by the term macro, and give **one** example of where the use of a macro would be appropriate for the company’s needs.

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11 Greene Tech uses ICT during its manufacturing processes.

State **two** ways that the use of ICT can reduce the environmental impact of manufacturing and delivery of materials and products.

For each way, give a reason.

1

Reason

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2

Reason

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..... [4]

PLEASE DO NOT WRITE ON THIS PAGE



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