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**INFORMATION TECHNOLOGY IN A GLOBAL SOCIETY
HIGHER LEVEL
PAPER 3**

Candidate session number

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Monday 7 May 2012 (morning)

Examination code

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1 hour 15 minutes

INSTRUCTIONS TO CANDIDATES

- Write your session number in the boxes above.
- Do not open this examination paper until instructed to do so.
- Read the case study carefully.
- Answer all questions in the boxes provided.
- The maximum mark for this examination paper is *[30 marks]*.



0108

Answer **all** the questions in the boxes provided.

Refer to the Theatre Booking System case study **and** to your own related research in responding to the following questions.

1. (a) Define the term *cookie*.

[2]

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(b) Describe how a cookie could enhance the experience of the user on the PTC web site.

[2]

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- 2. The database used by the PTC needs to conform to the ACID (atomicity, consistency, isolation and durability) rules.

With reference to a customer making an online booking with the PTC for seats using a credit card, explain how the lack of conformity with **two** of the ACID rules affects the successful functioning of the PTC database booking system.

[6]

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Turn over

- 3. Discuss the features of an appropriate user interface for the PTC online booking system that would create a quality experience for the user.

[8]

[Dotted lines for answer writing]



