# CONTENTS

# INFORMATION TECHNOLOGY

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**Paper 0418/01**

**Written Paper 1**

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## General comments

It was pleasing to see, on this the first run through of the Paper, that so many candidates had done so well. Congratulations must go to the candidates and their Teachers for all the hard work which must have been put in to achieve these results. There was a wide range of marks with many candidates gaining more than half marks. There were obvious language problems encountered by some candidates but generally the Paper was answered well by most candidates.

## Comments on specific questions

### Question 1

Virtually all candidates achieved full marks for this question

### Question 2

Very many candidates got both marks although there were occasional wrong answers where candidates chose output devices rather than input devices.

### Question 3

Many candidates failed to gain both marks. 'You can pay by credit card' was chosen by a number of candidates.

### Question 4

A number of candidates failed to focus on the key word 'advantages'. A comparison with alternative manual methods was not produced by these candidates.

### Question 5

Many candidates thought that e-mail was free. They failed to recognise that it has set up costs as well as possible phone line costs. A number thought that e-mails are never lost and thought that this was an advantage compared to ordinary mail, which they felt was often lost.

### Question 6

This was generally well answered. The standard of answer tended to be consistent within a Centre, although it might be variable across Centres.

### Question 7

**(a)** Very well answered.

**(b)** Very well answered.

**(c)** Generally well-answered.

**(d)** A number of candidates used the letter 'x' instead of the * symbol.

**Question 8**

Candidates generally got the correct answers of OMR or keyboard and monitor or printer. Some, however, did give OCR as an input device.

**Question 9**

Answers were often vague such as 'faster'. Most correct answers described the accuracy of the readings.

**Question 10**

Generally well answered.

**Question 11**

Some candidates found problems with the word 'fete' but compensation was made for the misunderstanding.

**Question 12**

A number of candidates did not read the question properly and ticked every box. This of course meant that they were unable to gain any marks. Most candidates scored well on this question. Desktop publisher was a common wrong answer.

**Question 13**

This was not answered well by many candidates. The question asks for reasons why situations must be modelled. Some gave suggested activities such as flight simulation without giving the reasons why it must be modelled. Again faster and cheaper were given without saying what would be faster or cheaper.

**Question 14**

A number of candidates managed to get one correct answer but many failed to get both marks. 'You should never open e-mails' and 'always check for viruses' were two of the incomplete answers which were given by a number of candidates.

**Question 15**

A number of candidates mentioned the cost of shipping and the length of delivery times but these are both problems with existing mail order systems as well.

**Question 16**

Many candidates failed to read the question properly and instead of focusing in on school systems produced answers which were inappropriate.

**(a)**     This was generally well answered.

**(b)**     Answers were often very vague and included comparisons such as quicker.

**Question 17**

**(a)**     There were very few correct answers. Candidates often used phrases like 'quicker'. Some also thought that it meant they would not have to attend school and could stay at home.

**(b)**     A number of candidates did not see this as a separate element to the question and continued with the homework theme. Popular wrong answers were a poor connection to the Internet would mean that the homework might arrive late or that hackers might hack into their computer and steal their homework.

**Question 18**

This was generally well answered with most candidates able to identify common complaints such as headaches, eyesight problems, RSI and bad backs.

**Question 19**

This was generally very well answered.

**Question 20**

Again this was generally well answered except for the Boolean/logical data type.

**Question 21**

(a)     A variety of vague answers were given mainly relating to hackers but without saying how they would misuse the data once they had accessed it.

(b)     Candidates did tend to get marks for this part but only if they had gained marks for the first part.

**Question 22**

Most candidates appeared not to understand what home banking is.  They seemed to think that it was bank employees working from home.  This was generally very poorly answered.

**Question 23**

Many candidates misread the question and compared the use of computers with not having computers.

**Question 24**

Most candidates failed to answer this question well.  Candidates tended to know what a burglar alarm was but failed to appreciate what part sensors, and a computer or microprocessor might play in such a system.

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        Paper 0418/02
        Written Paper 2
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**General comments**

Candidates found this a lot more difficult compared with Paper 1.  The wider scope of applications employed in questions on this Paper meant that they were unable to gain marks unless they had revised thoroughly.  In addition there were many aspects of Systems Analysis which they appeared to be unfamiliar with.  A much lower percentage of candidates achieved half marks than on Paper 1.

**Comments on specific questions**

**Question 1**

This was very well answered by all candidates.

**Question 2**

This was well answered by the majority of the candidates.

**Question 3**

Most candidates answered this correctly.

**Question 4**

Most candidates gave the correct answer but a small number seemed to think it would be a case of computer error.

**Question 5**

The majority of candidates got the first and last part correct and most got the second and third parts but a small number gave 'encryption' for the second and 'a flowchart' for the third.

**Question 6**

This was well-answered generally but a number gave 'Employees can produce more drawings' as an answer.

**Question 7**

**(a)** Few candidates appeared to understand what the features of database software are. They were inclined to give answers which were alternatives to the word 'searched' (given in the question stem). They used words such as 'queries' and 'filters'. Others mistakenly thought that the answer was a list of field names on a car database.

**(b)** This was well answered with most giving 'direct'. Some gave the equally acceptable answer 'random'. One or two appeared to be confused and gave the answer 'serial' or 'sequential'.

**(c)** This was well answered by most candidates although some could only give one correct answer. A small number appeared to be confused and gave answers relating to validation.

**(d)** Most candidates answered this correctly.

**(e)** Almost all candidates mistakenly read the question as relating to data protection and not misuse as the question asked. Most gave answers which were quotes from a data protection act and not from a computer misuse act.

**(f)** This was fairly well answered but some candidates gave answers saying how the amount of work done would increase. This would not really affect office employees. If they had gone on to describe how this would lead to greater job satisfaction then they would have got the mark.

**Question 8**

Most candidates struggled with this question. Most wrote about how easy it was for hackers to crack passwords, which of course it is not.

**Question 9**

**(a)** Most candidates answered this well but a few put OCR and OMR.

**(b)** Most gave the correct answer.

**(c)** Most gave CAD as their answer, which of course is the design not the manufacture of goods.

**Question 10**

**(a)** A number gave scanner as their answer without mentioning bar codes. Most candidates, however, achieved full marks

**(b)** A variety of incorrect validation checks were given for this question. A number of these referred to range checks incorrectly.

**(c)** Many candidates thought that PINs, names and addresses are stored on the strip, which of course they are not. Not many candidates appeared to know what information was stored on the strip.

**(d)** Candidates because of their lack of knowledge of credit cards were unable to give correct answers to this part of the question.

**Question 11**

This was generally well answered although a number of candidates were under the impression that a backup would prevent loss of data, which of course it cannot.

**Question 12**

This was generally well answered, though some confused batch with on-line processing.

**Question 13**

**(a)**     Well answered.

**(b)**     Well answered.

**(c)**     Most candidates gave ISBN, correctly but failed to mention that it is unique to each book. A number gave title, unaware that it is possible to have two books by different authors with the same title.

**(d)**     Many candidates did not know the answer to this question. Those that got it right either gave the correct technical terms or a description of the method which was equally acceptable.

**(e)(f)**     Most candidates seemed not to know what is meant by technical or user documentation.

**Question 14**

**(a)**     Many candidates managed to obtain marks by mentioning the hardware required. They failed to go on and get further marks by describing the actual process.

**(b)**     The answers for this part were usually too vague to get the marks. Many gave answers like cheaper and quicker without actually saying how this would be the case.

**Question 15**

**(a)**     Many candidates failed to understand what is required in the creation of an expert system. They seemed not to know about knowledge bases, rule bases and inference engines. A number gave answers relating to the normal systems life cycle.

**(b)**     Again many candidates appeared confused and gave answers relating to normal database applications.

**Question 16**

Many candidates failed to show much understanding of the way that EFTPOS systems work. A number gave a variety of validation checks but failed to write about account balance checks, PIN checks and expiry date checks.

**Question 17**

Many candidates relied on re-wording the question in an attempt to gain the marks. A number gave examples of misuse of data without answering the question.

**Question 18**

**(a)**     Many candidates misread the question and gave answers relating to the collection of data by the workers rather than by the systems analyst.

**(b)**     Following on from **(a)** candidates went on to describe how the company could collect information from its customers in a more efficient manner.

**(c)**     Most candidates seemed to be unaware of what the design of a database structure involved and were therefore unable to answer the question.

| Paper 0418/03 |
| --- |
| Practical Test |

**General comments**

The general performance of candidates in this examination was good, with many scoring high marks, although a full spread of marks was experienced, and the Paper performed well.

One Centre commented upon a number of spelling errors in the text files. The text files were written and checked in UK English. If candidates have machines with default windows settings to US English (or other similar settings) then some of the words would be identified as spelling errors. In these cases the spelling should not be corrected (although candidates were not penalised if they did so).

Many candidates who performed very well on the more complex questions on the Paper often made simple errors, like failing to change the font to a different style in **Question 14**.

The vast majority of candidates completed the Paper, those who did not tended to be the weakest candidates who may not have had the skills and knowledge to attempt the questions rather than a lack of time.

**Comments on specific questions**

**Question 5**

There was no requirement for candidates to change the font of the file, one Centre asked if this was necessary. Candidates were not penalised if they did change the font on the body text providing it was consistent throughout the document (apart from the specified changes like **Question 14**).

**Question 8**

One Centre commented upon the instructions stating that these should specify the use of a header and footer. This was not included to enable candidates to use a wide range of packages to complete this Paper. It should have been obvious to candidates using, for example, Microsoft Word that this would be easier using headers and footers. The placing of the name and date must be completed within the document. A number of candidates wrote these elements onto the page and were penalised for this.

**Question 9**

This question seemed to cause more problems than any other on the Paper. Many candidates left the margin settings to the default settings of the machines within the Centre. Even making allowances for paper feed errors, a surprising number of candidates did not get this question correct.

**Question 18**

The spell checking and proofreading should only check that the candidates have introduced no errors into document.

**Question 23**

There were a number of errors in this question. Some candidates failed to produce the correct search.

**Question 25**

There were a number of errors in this question. A number of candidates failed to produce the correct search, many found the yellow as the main colour but could not use the OR criteria in the search. A number of candidates either omitted or failed to complete the sorting of this data.

Many candidates failed to use a calculated control (or calculated cell for those using Excel) to work out the average rating. Candidates were not penalised for format or decimal places shown in this calculated control, but still only a few managed to complete this question correctly.

**Question 27**

There were a number of errors in this question. A number of candidates failed to produce the correct search, many searching for greater than rather than greater than or equal to 60. A number of candidates either omitted or failed to complete the sorting of this data. Some candidates had too many fields present when they imported this report into the final document in question 40.

**Question 37**

In general the placing and layout of the table was good, however the accuracy of the data entry, in terms of spelling and capitalisation was weak. As this was only a copy typing exercise this seemed a little surprising. These errors should have been spotted in **Question 42** as well.

**Question 39**

Few candidates resized the image as required by the question, many images were placed but not enlarged (maintaining their aspect ratio) to fill approximately a quarter of the page, despite being given a diagram on the Question Paper to help them.

**Question 42**

The spell checking and proofreading should only check that the candidates have introduced no errors into document.

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Paper 0418/04
Practical Test
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**General comments**

Some Centres commented that some candidates did not have enough time to complete this Paper. This was evidenced by the number of incomplete submissions from candidates. There were vast differences from Centre to Centre. Many candidates found the data analysis section difficult, many others found the website authoring section difficult. Some candidates failed to print out the html code for the website authoring, or the formulae for the data handling. In both cases it was impossible to award many marks to the candidates without the evidence of their structure and syntax.

Despite this the Paper gave a wide diversity of marks, some excellent, most average and some poor.

**Comments on specific questions**

*Data analysis*

**Question 3**

Some candidates attempted to do this without using a lookup formula.

**Question 8**

Several candidates did not format all the specified columns, some did only two of the three columns.

**Question 10**

A significant number of candidates did not change the page orientation leading to several pages of printouts.

**Question 14**

Several candidates could not filter the data from the given criteria.

**Question 15**

Several candidates could not filter the data from the given criteria.

*Website authoring*

**Question 3**

Quite a few candidates created frames, but when printing out the html only printed out the main frame, forgetting to print the sections for the menu choices and the title.

**Question 6**

A very large number of candidates did not open the file in a new target window called EXTERNAL, many used the default settings of their web authoring package and had not edited this in the html code.

**Question 10**

Some candidates found the placing of all the elements in the correct table cells difficult, of those who did several forgot to apply the styles from the stylesheet.

**Question 13**

A large number of candidates failed to convert the Homeicon.jpg into a smaller size and then into a more compressed format as a gif file.

*Presentation authoring*

**Question 1**

The use of the master slide was poorly completed.  Many candidates placed their name on the bottom of each page rather than placing it as specified in the master slide.  Similarly the page numbering and placed graphic were not always present.

**Questions 1 and 2**

The colour schemes chosen for this Paper allowed for good distinction when printed in black and white. However some candidates used a pale-mid green for the background and a light-bright blue colour for two of the styles which made marking more difficult.  Candidates must ensure that if the Centre is using a black and white printer the colours selected give suitable contrast.

Several candidates failed to complete the Presentation Authoring section of the Paper.