

IMIS DIPLOMA QUALIFICATIONS

**Using ICT in an Organisational Environment  
(D3)**

**Wednesday 4<sup>th</sup> December 2013 14:00hrs – 17:00hrs**

**DURATION: 3 HOURS**

**Candidates should answer ALL the questions in Part A and THREE of the five questions in Part B. Part A carries 40% of the marks available and Part B carries 60%. Candidates should allocate their time accordingly.**

***No reference material of any kind may be taken into the examination.***

**[Turn over]**

## Part A.

**Candidates should answer ALL questions in this section. Candidates should spend approximately one hour answering this section.**

### Question A1

Some of your staff have asked to work from home. To enable your staff to work from home you will have to purchase the necessary IT equipment, and facilities to enable them to communicate with the office.

List the minimum components that your staff would need to work from home, explaining **why** they are required.

(5 Marks)

### Question A2

An essential component of a computer is a motherboard. What is a Motherboard, and describe its function?

(5 Marks)

### Question A3

Using a diagram define the terms Uploading and Downloading.

(5 Marks)

### Question A4

Repetitive Strain Injury (RSI) is a common illness with computer users. What is RSI and what precautions can be taken to prevent RSI?

(5 Marks)

### Question A5

With the aid of a diagram describe the main difference between a Software Firewall and Hardware Firewall.

(5 Marks)

### Question A6

Define the term Ethical and describe its implications of using a database whilst researching for a thesis.

(5 Marks)

**Question A7**

Define the term Bandwidth and describe its importance especially with the Internet.

(5 Marks)

**Question A8**

Define the term Multitasking and describe its importance for computer users.

(5 Marks)

**PART B.**

**Answer any THREE questions in this section. Candidates should spend approximately two hours answering this section.**

**Question B9**

In addition to commercial software there is also Shareware and Freeware.

- (a) Describe BOTH Shareware and Freeware.

(4 Marks)

- (b) Give and describe for BOTH types of software TWO reasons why you would use that software in preference to the other.

(16 Marks)

**Question B10**

There are TWO advantages of database software over the old ways of organising files such as sequential or random files.

- (a) Describe BOTH of the advantages.

(4 Marks)

- (b) Give and describe TWO reasons why BOTH of the advantages are a benefit to the user.

(8 Marks)

- (c) Give and describe TWO reasons why BOTH of the advantages are a benefit to the Database Administrator.

(8 Marks)

**Question B11**

There are THREE types of e-commerce: Business-to-Business (B2B), Business-to-Customer (B2C), and Customer-to-Customer (C2C).

- (a) Define EACH of the THREE types of e-commerce.

(6 Marks)

- (b) Using EACH of the THREE types of e-commerce describe the type of company that would use that model of e-commerce, and explain why it would use that mode of e-commerce in preference to the other two.

(14 Marks)

### Question B12

Organisations go to tremendous lengths to protect their programs and data. In addition to making backup disks protecting against viruses there are THREE Controls that organisation can use to protect their software and data.

- a) Define EACH of the THREE Controls. (6 Marks)
- b) Using EACH of the THREE Controls show how an organisation would use the Controls to protect their software and data. (14 Marks)

### Question B13

Portability of IT resources is of importance to an organisation and users. However, as with all aspects of portability such as mobile telephones, Personal Digital Assistants (PDA), etc., there are advantages and disadvantages.

Using a portable IT resource of your choice give and explain TWO advantages and TWO disadvantages of that portable IT resource.

(20 Marks)