

X214/201

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 4 JUNE
9.00 AM – 10.00 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. Candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.



SECTION A

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

Marks

Microsoft warns about a PowerPoint virus

Microsoft today warned customers about a new computer virus that exploits a vulnerability in its PowerPoint presentation software to allow hackers to infiltrate computer systems.

The virus is triggered when a user launches a PowerPoint attachment to an e-mail or opens a file provided to them by the attacker. The virus installs a system to capture everything typed on the machine. It leaves the machine open to having a hacker install other malicious programmes—the computer could even be remotely controlled.

Microsoft said it was completing development of a security update to fix the problem and was on schedule to release this in August.

Adapted from “*The Scotsman*”, 20th July 2006

1. (a) Identify **2** pieces of hardware required to deliver electronic presentations. 2
(b) Outline **2** features of presentation software which can be used to enhance electronic presentations. 2
2. Organisations use a range of security measures to protect **information**.
(a) Identify **one** other area of the workplace for which security is important and state what measures the organisation may use to ensure it is secure. 2
(b) Explain how a discussion group can help an organisation improve its communication. 2
3. (a) Outline the use of **2** of the following terms associated with the Internet.
(i) Search engines
(ii) Hyperlinks
(iii) Bookmarks/favourites 2
(b) Explain the benefits of a computer network to an organisation. 2
4. (a) Explain the importance of effective back-up procedures. 2
(b) Identify **one** piece of legislation which exists to protect administration staff using ICT equipment. 1
5. (a) Explain how a skills scan is of use to managers in an ICT department. 1
(b) Compare the use of a Person Specification and a Job Description in the recruitment and selection process. 4

SECTION B

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

Marks

1. (a) Define the term e-commerce and outline **one** advantage of it to:
- (i) an organisation;
 - (ii) a customer. **3**
- (b) Explain how a Mission Statement is useful to the employees of an organisation. **1**
- (c) Good customer service is important to an organisation.
Explain the implications for an organisation of poor customer service. **4**
- (d) Organisations must consider legislation in relation to security and confidentiality of information.
Outline the main purpose of **2** of the following pieces of legislation.
- Data Protection Act 1998
 - Copyright, Design & Patents Act 1988
 - Computer Misuse Act 1990 **2**
- (10)**
2. (a) Outline the benefits of **2** of the following flexible working practices to **an organisation**.
- Job-sharing
 - Hot-desking
 - Flexible working hours **2**
- (b) The Human Resources Department may be involved in drawing up a variety of contracts of employment.
Compare **2** different types of contracts of employment. **4**
- (c) Describe **2** business documents used in the **Sales Department**. **4**
- (10)**

[Turn over for Question three on Page four

3. (a) It may be necessary for staff to communicate with colleagues while abroad on business.

Select any **2** of the following methods of communication and give one **example** of how each would be used. Use a different example for each.

- Fax
- PDA eg BlackBerry
- Mobile phone
- Videoconferencing

2

- (b) Explain **2** factors an administrative assistant must consider prior to booking business accommodation.

4

- (c) Justify the use of a Travel and Accommodation Request Form and an Expenses Claim Form for business travel.

4

(10)

Total: 20 marks

[END OF QUESTION PAPER]