

General Certificate of Secondary Education 2009

Information and Communication Technology



Paper 1

Higher Tier

[G5803]

TUESDAY 19 MAY, AFTERNOON



TIME

1 hour 30 minutes.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page. Write your answers in the spaces provided in this question paper.

Answer **all fourteen** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 140, including a maximum of 7 marks for quality of written communication.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

	miner's only
Question Number	Marks
1	
2	
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10	
11	
12	
13	
14	
QWC	
Total Marks	

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			Answer all fourteen questions	Examin Marks	er Only Remark
	Го	or qu	uestion 1 insert the appropriate letter in the space provided.		
1	(a)		lect the most appropriate input device for free-hand drawing on a phics package.		
		A	Mouse		
		B	Keyboard		
		С	Light Pen		
		D	Hand-held scanner		
			Answer [1]		
	(b)		lect the most appropriate output device for creating a hardcopy of eceipt at a supermarket till.		
		A	Printer		
		B	LCD		
		С	Plotter		
		D	VDU		
			Answer [1]		
	(c)		lect the most appropriate storage device for storing pictures on a bill bill bill bill bill bill bill bi		
		A	SIM Card		
		B	Network Card		
		С	Memory Card		
		D	Graphics Card		
			Answer [1]		

(d)	Sel	ect one task that cannot be carried out when banking online.	Examin Marks	er Only Remark
	A	Depositing money		
	B	Ordering a new cheque book		
	С	Paying bills		
	D	Cancelling direct debits		
		Answer [1]		
(e)	Sel	ect one advantage of storing graphics in bitmap format.		
	A	Images are built up in layers		
	B	Image quality is good		
	С	Images can be edited at pixel level		
	D	Images take up very little storage space		
		Answer [1]		
(f)	A v	veb browser:		
	A	Allows users to enlarge text, cannot be used without being connected to the Internet, allows users to enter URLs.		
	B	Allows users to enlarge text, can be used without being connected to the Internet, allows users to enter URLs.		
	С	Does not allow users to enlarge text, can be used without being connected to the Internet, allows users to enter URLs.		
	D	Does not allow users to enlarge text, cannot be used without being connected to the Internet, does not allow users to enter URLs.		
		Answer [1]		

(g)	To	perform a mail merge means:	Examiner Only Marks Remark
	A	To merge data from a database onto a letter and produce personalised letters.	
	B	To merge text from two letters to produce personalised letters.	
	С	To use a database to send a personalised letter to a group of people.	
	D	To send a personalised letter.	
		Answer [1]	
(h)	An	ATM:	
	A	Is an Automatic Teller Machine and can be used to top up some mobile phones.	
	B	Is an Automatic Teller Machine and can be used to open a bank account.	
	С	Is an Automatic Technical Machine and can be used to top up some mobile phones.	
	D	Is an Automatic Technical Machine and can be used to open a bank account.	
		Answer [1]	
(i)	The	e operating system of a computer:	
	A	Is hardware which manages the communication between the user and the computer system.	
	B	Is software which manages the communication between the user and the computer system.	
	С	Is hardware which creates programs for use by the user and the computer system.	
	D	Is software which creates programs for use by the user and the computer system.	
		Answer [1]	

- (j) The **csv** file format allows:
 - **A** A photograph to be stored and imported into a graphics package.
 - **B** Text to be stored and imported into a database.
 - C Music to be stored and imported into an mp3 player.
 - **D** Video to be stored and imported into an mp4 player.

Answer _____ [1]

Examiner Only Marks Remai

121	List one concer which could be used in the troffic lights system	
(u)	List one sensor which could be used in the traffic lights system.	
	[1]	
(b)	Explain the purpose of a sensor in any control system.	
	[2]	
(c)	What is the role of the interface in any control system?	
	[2]	
(d)	What is the purpose of feedback in the central heating control system?	
	[1]	
	[*]	

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(Questions continue overleaf)

- **3** Mark is an ICT trainer. He wishes to use a computer to help him to create training material.
 - (a) From the list below select the **most appropriate** file format for each output to be produced by Mark. (Use each file format **only once**.)

Output	File Format
Printed copies of instructions for using spreadsheets	
Sound files of his voice giving instructions on using a database	
Video tutorials on using the wordprocessor	

mp3 bmp doc tiff gif avi xls

Examiner Only Marks Remark

Mark has decided to set up a website to sell his training material.

(b) Give two advantages to Mark to encourage him to do this.

1	 	 		
	 	 		—
2	 	 		
			[2	21

Mark will need hardware and software to connect to the Internet.

(c) From the list he has written below, select using a tick (\checkmark) the three items he will **not require** to access the Internet and web pages.

Equipment	Tick (✓)	
Wordprocessor		
Browser		
MODEM		
HTML files		
Broadband link		
Spreadsheet		
	<u>'</u>	
ark will transfer files onto the Inte List one protocol which will sup		

_____[1]

Mark decides to sell his products on **DVD** from a stand in the local shopping centre.

(f) Expand the acronym **DVD**.

_____[1]

[Turn over

Examiner Only Marks Rema

(a) (l)	Give two advantages of having a network in the solicitors' office.
	1
	2
	[2]
Ne	tworks are expensive.
(ii)	Give one other disadvantage of installing a network in the office.
	[1]
(::::) List three functions of the gamma on a network
(III)	1.
	2
	3[3]
	we two ways in which the solicitors would use Internet access to sist them with their work .
1	
2.	
	[2]

One of the solicitors wants to use her wireless handheld computer when visiting clients.

(c) What is the correct name of the protocol which will support this activity?

(Tick **one** answer **only**)

Protocol	Tick (✓)
Wireless Additional Protocol	
Wireless Application Protocol	
Wire Application Protocol	
Wire Additional Protocol	

It has been suggested that the solicitors in the office make use of **video conferencing** to meet with solicitors in other countries.

(d) (i) What is video conferencing?

The office manager knows that a computer and a communications link are required for video conferencing.

_____[1]

(ii) List **three** other devices which would be required to provide this facility in the office.

1	
2	
3	 [3]

Examiner Only Marks Remar

[1]

(iv) Give t rather in othe 1 2 company H	wo advantages than email and er countries.	s to the soli d telephone	icitors of conversa	f using vid sations to t	leo confer talk to sol	[2] encing icitors	Marks
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Give one u	ise for the fax				kely to be	used in	
Give one u	ise for the fax				kely to be	used in	
						[1]	
						[1]	

dec	ided	to offer teleworking contracts.	
(a)	(i)	What is teleworking ?	
		[2]	
	(ii)	Give two ways in which teleworking could help a company in this situation.	
		1	
		2	
		[2]	
(b)	GA		
(b)	whi	MESTATION LTD are going to place an advert on the Internet ich will highlight the advantages of teleworking to employees. List two advantages to employees of teleworking.	
(b)	whi	MESTATION LTD are going to place an advert on the Internet ich will highlight the advantages of teleworking to employees. List two advantages to employees of teleworking.	
(b)	whi	MESTATION LTD are going to place an advert on the Internet ich will highlight the advantages of teleworking to employees. List two advantages to employees of teleworking.	
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(b)	whi (i)	MESTATION LTD are going to place an advert on the Internet the will highlight the advantages of teleworking to employees. List two advantages to employees of teleworking. 1	

GAMESTATION LTD are developing a driving simulation game for the Examiner Only Marks Remar PC. It has high quality graphics and 14 levels. Players can select from 150 cars. (c) What advice would you give players about the RAM and Monitor on their PC? RAM: _____ [2] Monitor: _____ [2] GAMESTATION LTD have decided to make the game available online. Players must fill out the online form below before they can play. GAMESTATION LTD ONLINE REGISTRATION First Name Sumame **House Number** Street Town Postcode Date of Birth Gender ○ Male ○ Female Email Submit

Parents have complained that the form contains personal data.

(d) (i) Which law must GAMESTATION LTD uphold when managing personal data?

GAMESTATION LTD have sold the data of member players to a company in the USA and a number of members have found that the data held about them is not correct.

_____[1]

(ii) State which **two** principles of the law have been broken by GAMESTATION LTD.

1.	
2.	
	[2]

(iii) Which official can the parents complain to if they wish to take action about the way in which GAMESTATION LTD manage their data?

_____[1]

Examiner Only Marks Rema

GAMESTATION LTD have been advised to appoint a **Data Controller** to manage queries from **Data Subjects**.

(iv) Explain the two terms in bold.

[Turn over

(a) (i) Gi or (ii) Gi bo (iii) Gi bo (iii) St (iii) St (iii) St (iii) St (iii) St (iii) St (i) Ti (iii) Ti (i) Ti	 Filla Hotels give special offers online. Five one other advantage to the customer of b nline. Five one disadvantage to the company of using ooking system. Fitate one reason why a customer may choose to elephone. S using the WWW (World Wide Web) and Interny provide an Intranet for employees. 	g an online	_[1] _[1] _[1] s,
(ii) Gi (ii) Gi bo (iii) St tel (iii) St tel (b) (i) Ti th (b) (i) Ti th	nline. Give one disadvantage to the company of using ooking system. tate one reason why a customer may choose to elephone.	g an online	_[1]
bo (iii) St tel - As well as the compar (b) (i) Ti th T	ooking system. tate one reason why a customer may choose to elephone.	book by	_[1]
tei As well as the compar (b) (i) Ti th	s using the WWW (World Wide Web) and Inter	-	_[1]
tei As well as the compar (b) (i) Ti th	s using the WWW (World Wide Web) and Inter	-	
the comparison of the comparis	÷	rnet for busines	
the comparison of the comparis	÷	rnet for busines	s,
lı T T	ick (✓) which three of the following statement ine WWW and the Internet.	ts are true abou	t
Li T T	Statement	Tick (✓)	
Т	The WWW is the information stored on the Internet		
	The Internet is a set of web addresses		
	The Internet is a network of computers and communication links		
Т	The WWW is a set of web addresses		
Т			
	To access the WWW you need a web browser		[3]
	To access the WWW you need a web browser		[2]

	[1]	
Describe two ways in which the company benefit employees .	y could use the Intranet to	
1		
2		

REPORT RECORDS (CRITERIA FORMS FIELDS TABLE
Data is stored in tables of _	Each record is made up of
A database	e package allows users to query data which
meet	can be used to capture data
on screen.	[4]

7

Barry wants to store the following details about his clients.

Det	tails
Title	Mr
Name	Barry Greene
Address	1 Long Road
Postcode	BT56 9II
Phone number	(020)-344-999
Date of first order	12/12/2008
Priority	Yes
Discount Rate	10%

- (b) (i) Barry wants to sort the table. Suggest a field for sorting which will help Barry group deliveries to customers.
 - (ii) How could Barry use the **Discount Rate** field when processing orders?
 - [1]

_____[1]

Examiner Only Marks Remark

- (iii) What feature of a database would Barry use to select all of the **Priority** customers?
 - _____[1]
- (iv) Barry's database does not include a **keyfield**. What is the purpose of a **keyfield**?
 - _____[1]

8 "Clarendon Limos" are a small Limousine hire company. They have four cars. Below is part of a spreadsheet with their car hire information for the month of November 2008.

	A	В	С	D	E	F	G
1		Clarendon	Limos – In	come Nove	mber 2008		
2	Car	Cost Per Hour	Number of Hours Hired	Total Income	Fuel Cost Per Hour	Total Fuel Cost	Total Profit for each Car
3	Yellow Hummer Vehicle	£ 400.00	35	£14000.00	£ 100.00	£3500.00	£10500.00
4	Stretch Limousine	£ 500.00	19	£ 9500.00	£ 120.00	£2280.00	£ 7220.00
5	Stretch Hummer Vehicle	£ 550.00	9	£ 4950.00	£ 115.00	£1035.00	£ 3915.00
6	Pink Cadillac	£ 700.00	10	£ 7000.00	£ 140.00	£1400.00	£ 5600.00
7							
8						Total Profit	£27235.00

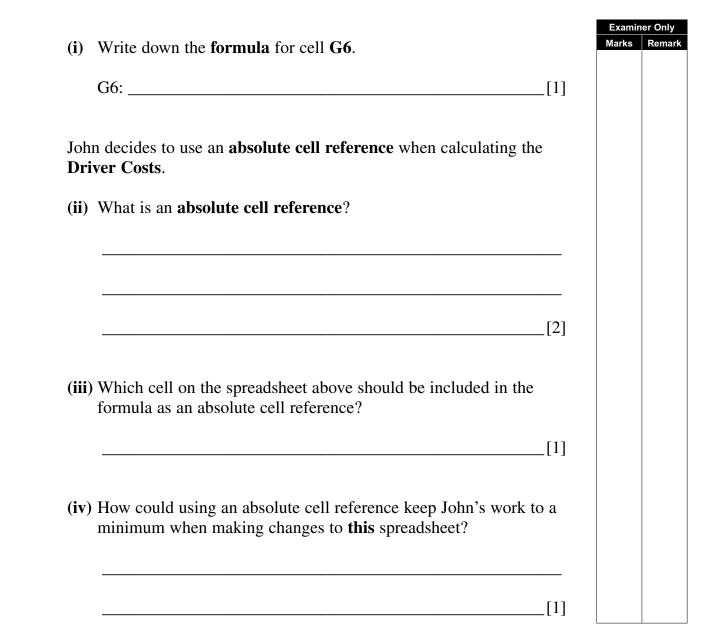
							Examin	er Only
(a)	Cells A	8:F8 have b	een: (circle the	correct answei	r from the list be	elow)	Marks	Remark
		Cleared	Merged	Pasted	Deleted	[1]		
			C					
(b)	Using c	ell reference	es, write down t	he formula use	ed in each of the	_		
(~)		ng cells.				-		
	10110 1011	ing cons.						
	(i) D 6					[1]		
	(1) D0					[1]		
						F11		
	(11) G0	· · · · · · · · · · · · · · · · · · ·				[1]		
						F13		
	(III) G 8	· · · · · · · · · · · · · · · · · · ·				[1]		

(c) The chart below has been produced from the spreadsheet data. Examiner Only Marks Ren **Clarendon Limos** Yellow Hummer £5,600.00 Vehicle £10,500.00 Stretch Limousine Stretch Hummer £3,915.00 Vehicle Pink Cadillac £7,220.00 (i) List the cell references of the two cell ranges used to produce this chart. Cell range 1: Cell range 2: _____[2] (ii) Give one advantage to Clarendon Limos of viewing information in chart form. _____[1] (iii) Give one piece of information that Clarendon Limos can see by examining the chart. _____[1] (iv) Apart from using colour, suggest one way in which the chart could be improved. _____[1]

[Turn over

(d) Clarendon Limos have decided to hire drivers and need to include the cost of drivers in the spreadsheet.

	Α	В	С	D	E	F	G	н
1		Claren	don Limos	– Income	November	2008		
2	Car	Cost Per Hour	Number of Hours Hired	Total Income	Fuel Cost Per Hour	Total Fuel Cost	Driver Costs	Total Profit
3	Yellow Hummer Vehicle	£ 400.00	35	£14000.00	£ 100.00	£3500.00	£1050.00	£9450.00
4	Stretch Limousine	£ 500.00	19	£ 9500.00	£ 120.00	£2280.00	£ 570.00	£ 6650.00
5	Stretch Hummer Vehicle	£ 550.00	9	£ 4950.00	£ 115.00	£1035.00	£ 270.00	£ 3645.00
6	Pink Cadillac	£ 700.00	10	£ 7000.00	£ 140.00	£1400.00	£ 300.00	£ 5300.00
7								
8								£25045.00
9								
10								
11								
12								
13	Driver Costs Per Hour	£30.00						



Arle	ene is word processing her Chemistry coursework.	Examiner On Marks Rem
	wishes to include her candidate number in a header and page numbers footer .	
(a)	What is a footer ?	
	[1]	
	er she has added her page numbers to the document she goes into the e setup and selects an option for different first page headers and footers.	
(b)	Give one reason why she might do this.	
	[1]	
	[1]	
	ene has copied a graphic from the Internet. When it is clicked she is omatically taken to the original website.	
(c)	What must she do to prevent this from happening?	
	[1]	
	en she runs the spellchecker, it highlights a lot of words that Arlene ws are spelt correctly.	
(d)	Give one reason why the spellchecker might still highlight these.	
	[1]	
(e)	Give one example when the spellchecker may not highlight a word when it is spelt incorrectly.	
(e)		

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10 SunShine Properties sell houses all around the world. One of their employees wants to send an email to their manager at manager@sunshineproperties.co.uk.	Examiner Only Marks Remark
(a) Read and complete the following email to the manager so that:	
(i) The employee is sending the email to the correct person and [1]	
(ii) The person receiving the email knows what it relates to before they open it [1]	
🖾 Send 🛃 🕖 🗞 Importance Normal 💌 Options None 💌 💾 🖧 🗙 Close @ Help	
Attachments can contain viruses that may harm your computer. Attachments may not display correctly. To:]
Subject:	
Attachments: IMG_0203.jpg(833KB) IMG_0204.jpg(1MB)	
Dear Mr S Shine Please find attached a copy of the images for the Marbella mansion that has just been put up for sale by Mr and Mrs N.O. Reain. Sally Sailes	
The warning shown on the email tells the employee that Attachments may not display correctly .	
(b) Give one reason why attachments may not display correctly when they are opened by the recipient.	
[1]	

The agent needs to send a copy of the email to Mr and Mrs Reain and Examiner Only Marks Rema the manager. The agent does not want Mr and Mrs Reain to see the email address for their manager. (c) Write the manager's address in the correct place in the section of the email shown below. To: nreain@hotmail.com Cc: 🛐 Bee: Subject: [1] (d) The employee wants to know when the email has been opened, but does not know whether she should select "Read receipt requested" or "Delivery receipt requested". 🗸 | Close | 🙆 Help 🖃 Send | 🛃 | 🕕 🍇 | Importance 🛛 Normal 💌 | Options 🕅 None None To: nreain@hotmail.com Read receipt requested Delivery receipt requested Ce: Request Both Bee: (i) Explain the difference between the two options. [2] (ii) State which option she should select so that she knows that the email has been opened. [1]

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\sim			
(a)	Expand the acronym EFTPOS .		
		_[1]	
(b)	Explain to him the difference between EPOS and EFTPOS .		
		_[1]	
(c)	List two disadvantages to a store owner of not having EFTPOS in	their	
	store.		
	1	_[1]	
	2	[1]	
		— L J	
(d)	Complete the following sentences by inserting the most appropria	ite	
(d)		ite	
(d)	Complete the following sentences by inserting the most appropria	te	
(d)	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space.	te	
(d)	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista	nt	
(d)	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item.	nte nnt [1]	
(d)	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item. When the product is found a is output.	nte nnt [1] [1] [1]	
(d)	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item.	nte nnt [1] [1]	
	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item. When the product is found a is output.	nte nnt [1] [1] [1]	
	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item. When the product is found a is output. The price and are added to an itemised receipt.	nte nnt [1] [1] [1]	
	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search afor the item. When the product is found a is output. The price and are added to an itemised receipt. <i>Apart from Product Code</i> list one item of data stored on a product	nte nnt [1] [1] [1]	
	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item. When the product is found a is output. The price and are added to an itemised receipt. <i>Apart from Product Code</i> list one item of data stored on a product barcode.	te 11 [1] [1] [1]	
	Complete the following sentences by inserting the most appropria word in the spaces provided. Use a different word in each space. beep database description price scanner assista Barcodes on products are read by a The barcode is used to search a for the item. When the product is found a is output. The price and are added to an itemised receipt. <i>Apart from Product Code</i> list one item of data stored on a product barcode.	te 11 [1] [1] [1]	

[Turn over

the following pages: Welcome ٢ Location Training Times Results Photo Gallery Contact June is not sure what format she should use when she is saving the web pages. (a) Tick (\checkmark) one option below that is not an appropriate file format to use when saving web pages. **File Format** Tick (✓) .htm .http .html [1] When she has completed the website she tests it on **one** web browser only. (b) Why is this not a good idea? [1]

12 June designed a website for her son's sports club. The site she created has

Examiner Only Marks Rema

	en she uploads the site and opens the Photo Gallery page she sees the ge below instead of some of the pictures she expects.
(c)	Give one reason why this might have happened.
	[1] e wants to add video footage of a training session to the Welcome Page ne website.
(d)	Give one disadvantage of adding videos to a web page.
	[1]
•	one who wants more information from the club can either complete a n on the Contact Page or they can send the club secretary an email.
(e)	Give one advantage to the club of using forms to collect details about enquiries instead of allowing people to email the secretary.

People who want to join the club must download a **pdf** application form from the website.

(f) Give one disadvantage of providing the application form in pdf format.

_____[1]

[Turn over

_____[1]

aminer Only rks Remai 13 The calendar below has been produced using a template from Desktop Marks Remar Publishing software. NOVEMBER 2008 M T W T Fr S S 12 3 4 5 6 7 89 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 (a) What page orientation has been used? _____[1] (b) State one feature available within a Desktop Publisher which will make it easier for users to produce publications. _____[1]

Examiner Only

14 Using the terms in the list below, choose **one** term that best matches the definition in the left-hand column (not all words in the list will be used).

Virus	Pixel	НТТР	Hard Disk
CD-Rom	Analogue	Encryption	RSI
Resolution	Check Digit	Scanner	Protocol
Digital	ISP	Hacking	

Definition	Term
A program designed to damage a computer system.	
A digit added to the beginning or end of a number to verify that the number entered is an authentic code.	
A way of encoding data before transmitting it on a network.	
A company which provides the user with a connection to the Internet.	
A measure of the quality of an image.	
A device used to capture data by passing light over the image.	
An optical storage device.	
An injury which occurs as a result of using the same wrist muscles over and over again.	
A set of rules which govern the way in which data is transmitted on a network.	

Examiner Only Marks Remark

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