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### for the guidance of teachers

## **7010 COMPUTER STUDIES**

7010/31

Paper 3, maximum raw mark 60

This mark scheme is published as an aid to teachers and candidates, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began, which would have considered the acceptability of alternative answers.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

Cambridge will not enter into discussions or correspondence in connection with these mark schemes.

Cambridge is publishing the mark schemes for the October/November 2011 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

Page 2		Mark Scheme: Teachers' version	Syllabus Syllabus				
		GCE O LEVEL – October/November 2011	7010 23				
(a)	Page 2       Mark Scheme: Teachers' version       Syllabus         GCE 0 LEVEL - October/November 2011       7010         (a) Any two points from:       Gantt chart         Pert chart       Project Management Software         Spreadsheet (software)       Spreadsheet (software)						
	Gantt cha Pert chart		1				
		anagement Software					
	Spreadsheet (software)						
(b)	b) One mark for identification of method One mark for identifying why the method identified would be suitable for the furniture retailed						
	Up to <b>two</b> marks for a further explanation that matches chosen method.						
	Method       - questionnaire         Explanation - each set of questions guides salesman/customer/filing clerk through their of the existing system						
		- no need for analyst to be present can leav	e questionnaire for customers				
		salesmen filing clerks - useful as can survey many customers					
		- allows customers/salesmen filing clerks to rem	nain anonymous				
		- saves analyst's time etc.					
	Method	- interview					
	Explanation - allows questions to be tailored to salesmen/filing clerk (NOT customers) - allows salesman/filing clerk to give their own point of view						
		- allows follow up questions to be asked					
		<ul> <li>suitable for the small number of salesmen/filin showroom etc.</li> </ul>	ng clerks working in the furniture				
	Method	- document search/inspection					
	Explanati	<ul> <li>ion - allows close scrutiny of all customer/supplier o</li> <li>allows identification of data required for c</li> </ul>					
		system					
		<ul> <li>provides information for the design of order for</li> <li>there is plenty of paperwork available to look a</li> </ul>					
			5				
	Method	- observation					
	Method Explanati	- observation ion - gives first-hand knowledge of how furniture or					
			ures that that nothing is missed				

Pag	ge 3	Mark Scheme: Teachers' version	Syllabus
		GCE O LEVEL – October/November 2011	7010 2020
(c)	One mar	rk per device, <b>one</b> mark per reason must be releva	Syllabus 7010 ant to specified component
(0)		ordering system.	and to opecaned comparing
			90
	- hi re	solution screen	
	- pictu	ires of furniture/order forms need to be clear	
	-	e hard disk /DVD writer/CD writer	
	- man	y order forms and pictures of furniture require large	amount of storage space
	(loor	(m) quintar	
	•	er) printer out customers' and/or suppliers' order forms	
	- pint	out customers and/or suppliers order forms	
	- touc	h screen/tablet	
		alesman to choose item of furniture/enter customer	details/orders
	- barc	ode reader/scanner	
	- to ide	entify item of furniture when sold/arrives	
	•	board	
	- to er	nter customer/order details	[4]

#### (d) One mark for per process, max 3

- Furniture item selection
- Produce customer order
- Update the daily takings
- Produce orders for suppliers
- Check days takings

#### **One** mark per input, max 2

- Customer details
- Furniture item choice
- Barcode

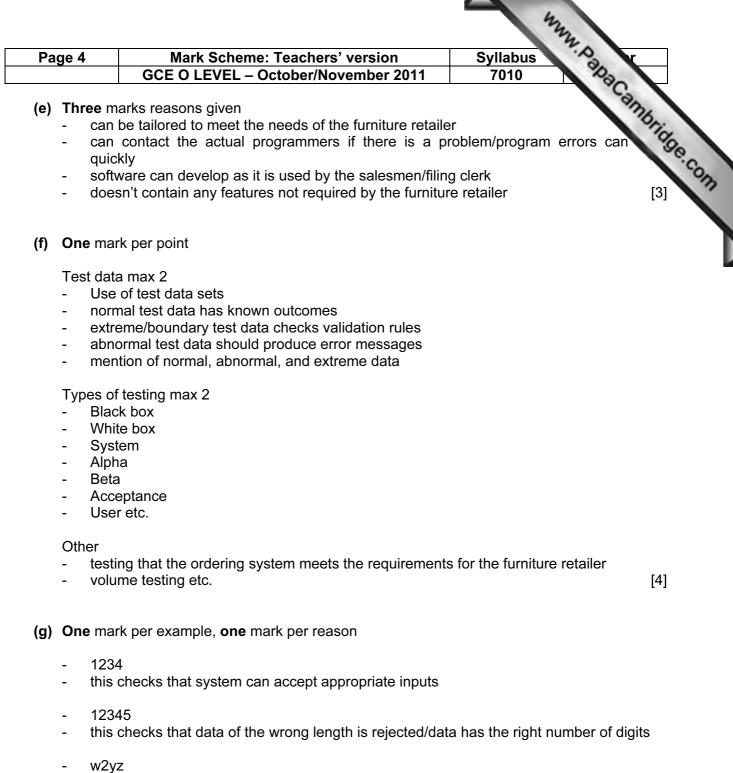
#### One mark per data store, max 2

- Supplier file/database
- Customer file/database
- Orders file/database
- Takings file/database
- Database

#### One mark per output, max 3

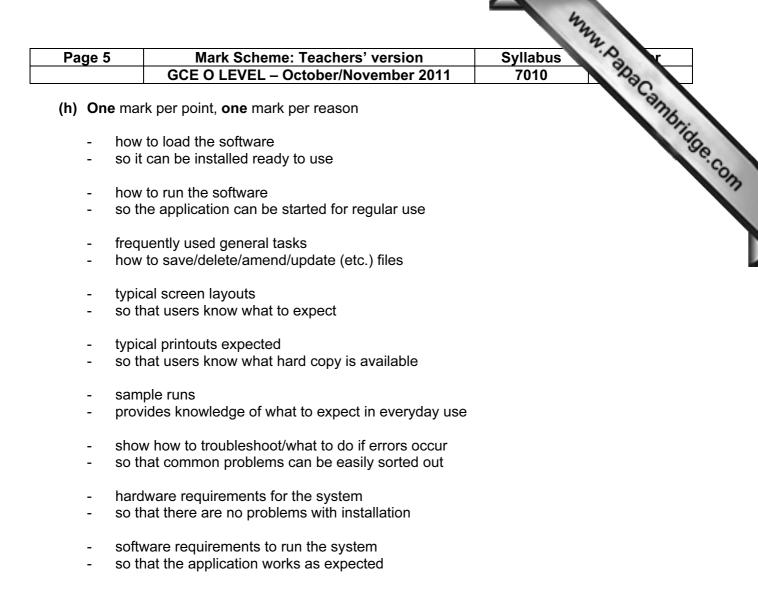
- Picture/Description of furniture item (screen not paper)
- Supplier order (paper)
- Customer order (paper and/or screen)
- Daily takings totals

[8]



- this checks that non-numeric data is rejected

[6]



- how to carry out specific tasks
- ...such as printing orders/checking takings etc.
- how to do bar code scanning
- ... for selecting an item of furniture to be purchased/when an order arrives from a supplier

etc.

[8]

Page 6		Mark Scheme: Teach	ers' version	Syllabus	No. I
<b>v</b>		O LEVEL – October/		7010	No.
Two Two	ge 6       Mark Scheme: Teachers' version       Syllabus         GCE O LEVEL – October/November 2011       7010         One mark for chosen method       7010         Two marks for description of that method       7010         Two marks for reasons chosen, must match method chosen and be applied to the function retailer.         Method       - Direct changeover         Description       - Direct changeover				
Meth Desc Reas	cription - ne - no son - no - im - les - mo	rect changeover w system replaces old transition time/overlap need to run 2 systems mediate benefits to fur ss disruptive to showro ore likely to work whe	s side by side so less niture retailer from n om staff/salesmen/fi en first installed the	s expensive for t ew system ling clerk	furniture retailer
Meth Desc Reas	ription - op - for son - go be - if <u>ı</u>	arallel implementation erate both systems tog a period of time od for training showro compared <u>new system</u> fails show stem as a back up	om staff/salesmen/fi	-	-
Meth Desc Reas	cription - ad - the son - ca	ot implementation opt new system for on en adopt for others who n easily re-introduce o akes sure system fully	en fully operational ld manual system if		
Meth Desc	<b>ription</b> - pa - int	nased implementation irt of system (e.g. furnit roduced initially for tria t is OK, gradually intro	ls	he new system	
Reas	sta - all	a problem occurs, show age ows training and show operation		-	

- (j) **One** mark per advantage must be relevant to computerised furniture ordering system.
  - much faster response to customer requests
  - less likelihood for ordering/supplier/customer/furniture information to be lost
  - fewer salesmen/filing clerks are now required/less wages need to be paid
  - reduction in paperwork for orders
  - fewer errors in order forms etc.
  - less space needed for large filing cabinets etc.

[3]

Page 7	Mark Scheme: Teachers' version GCE O LEVEL – October/November 2011	Syllabus 7010	N. Daba
- at bi - sale - canr	k per limitation must be relevant to computerised fu usy times salesmen may have to wait for a compute smen and filing clerks will require training not operate in case of a power cut d to have alternative arrangements for taking orders	r	Oridge.com

- (k) One mark per limitation must be relevant to computerised furniture ordering system
  - at busy times salesmen may have to wait for a computer
  - salesmen and filing clerks will require training
  - cannot operate in case of a power cut
  - need to have alternative arrangements for taking orders if computer system fails etc. [2]

#### (I) Content

One mark for each item up to a maximum of 5 marks

- name of furniture retailer/logo
- space to write customer details
- space to write credit card/payment details -
- search facility box
- help facility -
- email address of customer/password for "my account" -
- tracking of your order facility -
- login/logout/recognise returning customers
- facility/drop down boxes to choose items of furniture -
- place/cancel/amend order/item
- terms and conditions \_
- delivery options
- shopping basket
- customer reviews
- accessibility/language options -

#### Lavout

One mark for any one of these to a maximum of 2 marks

- screen is well laid out e.g. heading at top, good use of tabs/sub-menus, screen not to cluttered or too empty
- order of boxes etc. is logical
- navigation aids visible

[7]