

**ADVANCED GCE****INFORMATION AND COMMUNICATION TECHNOLOGY****2517**

ICT Systems and Systems Management

Candidates answer on the Question Paper

**OCR Supplied Materials:**

None

**Other Materials Required:**

None

**Monday 14 June 2010****Afternoon****Duration:** 1 hour 30 minutes

Candidate Forename		Candidate Surname	
-----------------------	--	----------------------	--

Centre Number						Candidate Number				
---------------	--	--	--	--	--	------------------	--	--	--	--

**INSTRUCTIONS TO CANDIDATES**

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.

**INFORMATION FOR CANDIDATES**

- The number of marks is given in brackets [ ] at the end of each question or part question.
- The total number of marks for this paper is **90** of which 4 marks are allocated to the assessment of the quality of written communication where an answer requires a piece of extended writing.
- No marks will be awarded for using brand names of software packages or hardware.
- This document consists of **16** pages. Any blank pages are indicated.

Examiner's Use Only:		
1		12
2		12
3		23
4		14
5		16
6		9
QWC		4
<b>Total</b>		<b>90</b>

A large store sells televisions. Several staff work in the store including a manager, a secretary and sales personnel.

- 1 (a) A customer orders a television and asks for it to be delivered. Information is exchanged between the store and the customer.

Explain, using an example in each case, why the information exchanged needs to be

- (i) timely,

.....

.....

.....

..... [2]

- (ii) accurate.

.....

.....

.....

..... [2]

- (b) Identify **two** ways in which the manager could make use of information.

.....

.....

.....

..... [2]

- (c)** The manager uses a personnel management system.

Describe, using examples, how the manager would make use of a personnel management system.

[6]

**2** The manager of the store keeps details of customers on a database. The manager is well aware of the importance of keeping the data secure.

**(a)** Each member of staff with access to the database is given a unique user name and password.

**(i)** Explain the need for both a user name and a password.

.....

.....

.....

.....

.....

..... [2]

**(ii)** Explain how passwords can remain effective.

.....

.....

.....

.....

.....

.....

.....

..... [4]

**(b)** The manager makes sure that the data on the database is both backed up and archived.

**(i)** Explain the difference between backing up and archiving data.

.....

.....

.....

.....

.....

..... [2]

**(ii)** Explain why it is necessary to both back up and archive data.

.....

.....

.....

.....

.....

.....

.....

..... [4]

- 3 The manager would like to install terminals to help the sales staff respond quickly to a customer's request for a television.

(a) The manager would like the terminals to be interactive and have rapid response.

Describe what is meant by

(i) interactive,

.....

.....

.....

..... [2]

(ii) rapid response.

.....

.....

.....

..... [2]

(b) Explain **two** advantages of using modern technology in the television store.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [4]

- (c)** Each terminal will have a human computer interface (HCI). Before the HCI is designed a design specification will be produced.

Describe the contents of the design specification.

[6]

This image shows a full page of white paper with horizontal dashed lines, typical of primary school writing paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



© OCR 2010

**Turn over**

- 4 The terminals will be linked to a computer-based information system. The manager has decided that the information system will be custom-written.

(a) Describe the steps involved in producing a custom-written solution.

.....

.....

.....

.....

.....

.....

.....

..... [4]

(b) Describe the advantages **and** disadvantages of producing a custom-written rather than an off-the-shelf solution.

.....

.....

.....

.....

.....

.....

.....

..... [4]

..... [6]

- 5 (a) Staff should be considered when managing change.

Describe **other factors** that should be considered when managing change.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [4]

- (b) New stores have been opened in other towns. Each new store has a manager.

Explain how portable computer-based systems enable the managers to have freedom to access information.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6]

- (c) Explain the need for standards of quality and reliability in information processing systems.

.....

.....

.....

.....

.....

.....

.....

.....

..... [4]

- (d) Describe **two** external changes that could affect the store and staff.

.....

.....

.....

.....

.....

.....

..... [2]

- 6 Television services will continue to develop. More services will become available, particularly those that were previously associated only with computers.

Discuss the services that might be offered both now and in the future on televisions and computers.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**[9]**

**[Total: 90]**

**PLEASE DO NOT WRITE ON THIS PAGE**



**Copyright Information**

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations, is given to all schools that receive assessment material and is freely available to download from our public website ([www.ocr.org.uk](http://www.ocr.org.uk)) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.