



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education Advanced Level

CANDIDATE
NAME

CENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--

* 5 9 0 1 4 1 9 5 4 7 *

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

9713/01

Paper 1

October/November 2009

1 hour and 15 minutes

Candidates answer on the Question Paper.

No additional materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

Do not use staples, paper clips, highlighters, glue or correction fluid.

You may use a pencil for any diagrams, graphs or rough working.

DO NOT WRITE IN ANY BARCODES

Answer **all** questions.

The number of marks is given in brackets [] at the end of each question or part question.

The businesses described in this paper are entirely fictitious.

This document consists of **13** printed pages and **3** blank pages.



Scenario 1
Questions 1 and 2

White Nile Foods in Cairo manufactures pre-packed meals. The company has a large-scale food mixer to mix the ingredients. The mixture is then moved to the production line where individual containers are filled and a lid and label is placed on each container. The containers are then moved to the refrigeration plant for storage prior to transportation.

The company would like to use ICT to produce advertising materials to publicise its new range of products.

1 (a) Describe the process control which is used in:

(i) the food mixing process

.....
.....
.....
.....
..... [2]

(ii) the food packing process.

.....
.....
.....
.....
..... [2]

(b) Describe the role of the microprocessor in the refrigeration process.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [6]

Scenario 2
Questions 3, 4 and 5

Roundabout Food Shops is a national chain of supermarkets in India. The head office is in New Delhi though the supermarkets are distributed throughout India. It already has its own website where customers can find out where their local store is and can see what products are stocked.

Roundabout Food Shops wants to develop its website so that customers can order their shopping online and have it delivered to their home. It has employed a number of designers to develop the website. They will work in groups developing different aspects of the website.

They will need to operate a call centre so that if customers have problems with the website they can contact the company about it.

5 (a) Describe the features of the software used to control the call centre operations.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [4]

(b) Describe the effects that the introduction of online shopping would have on the employment of workers at Roundabout Food Shops. Include the effects on working patterns.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [6]

Scenario 3
Questions 6 and 7

Rajvinder Uppal is the manager of a book publishing company. The company uses an outdated record keeping system for storing details of the books they publish. Rajvinder wants to introduce a more modern system. She has employed the services of a systems analyst, Vikram Patel, to investigate the current system and create a new one.

Vikram will use a variety of methods to collect information about the existing system.

(c) Describe how Vikram will identify the information requirements for a new system.

.....

.....

.....

.....

..... [2]

*For
Examiner's
Use*

Blank Page

*For
Examiner's
Use*

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

University of Cambridge International Examinations 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.