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UPDATED 27/06/06 AND SUPERCEDES ANY  
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Centre Number	Candidate Number	Name
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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education  
Advanced Level

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**9713/03**

Paper 3

For Examination from 2008

Specimen Paper

**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.

Answer **all** questions.

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

This document consists of **10** printed pages.



1 Mr George owns a number of garages that sell and service luxury cars. He is looking for ways to use ICT to improve the way the businesses operate and also make a profit.

Mr George wants to improve the servicing of cars.

(a) Describe **one** ICT device for the receptionist to register a customer bringing a car in for service.

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..... [2]

(b) Describe how a customer could use the Internet to book their car into a garage for servicing.

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(c) An expert system can be used to help diagnose a fault in a car during the service. Describe how the use of an expert system can have advantages and disadvantages for the company.

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(c) Staff will need training before they can use the new system. Describe the benefits of computer based systems that can be used for this training.

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..... [4]

7 Many companies use the World Wide Web in their business. Market Research is one area that is being developed.

Describe **two** ways that could be used by a company to research the market for a planned product using the World Wide Web.

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9 There are divides between various groups in the world. There are those who have access to ICT and those who do not - this is called the digital divide.

(a) Describe a range of reasons to show how ICT can enable a physically disabled person to live a fuller life and join society.

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(b) Local Governments can use the World Wide Web to interact with its clients such as disabled citizens. Explain how Local Government could use ICT with its stakeholders.

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