

Friday 25 May 2012 – Morning

**AS GCE
APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY**

G041/01 How Organisations Use ICT

Candidates answer on the Question Paper.

OCR supplied materials:

- Instructions for Candidates G041/01/IC (inserted)

Other materials required:

- Candidates pre-prepared materials for pre-release tasks 1, 2 and 3

Duration: 1 hour 30 minutes



| | | | |
|-----------------------|--|----------------------|--|
| Candidate forename | | Candidate surname | |
|-----------------------|--|----------------------|--|

| | | | | | | | | | | |
|---------------|--|--|--|--|--|------------------|--|--|--|--|
| Centre number | | | | | | Candidate number | | | | |
|---------------|--|--|--|--|--|------------------|--|--|--|--|

MODIFIED LANGUAGE

INSTRUCTIONS TO CANDIDATES

- The Insert will be found in the centre of this document.
- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Attach your pre-prepared material for tasks 1–3.
- Do **not** write in the bar codes.

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 **100**.
- No marks will be awarded for using brand names of software packages or hardware.
- This document consists of **12** pages. Any blank pages are indicated.

| For Examiner's Use | | Max |
|--------------------|--|-----|
| Task 2 | | 15 |
| Task 3 | | 15 |
| 1 | | 5 |
| 2 | | 5 |
| 3 | | 3 |
| 4 | | 7 |
| 5 | | 10 |
| 6 | | 10 |
| 7 | | 10 |
| 8 | | 4 |
| 9 | | 6 |
| 10 | | 10 |
| Total | | 100 |

Section A

This section relates to the case study on Pounds Car Hire (PCH).

- 1** The Office Services Director in PCH is responsible for a number of job functions. One of these job functions is administration.

Identify **one** other job function that this director is responsible for. Describe **four** tasks for this job function.

Job function

Task 1

.....

Task 2

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Task 3

.....

Task 4

..... [5]

- 2** Describe the role of the Operations Director in PCH.

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..... [5]

- 3 Explain how staff in a car hire outlet are linked into the overall structure of the company.

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..... [3]

- 4 PCH provides car hire services to its customers. Each type of customer communicates with a particular individual or department in PCH and specific information is exchanged.

One type of customer is the general public.

- (i) Identify the **other** type of customer of PCH.

..... [1]

- (ii) Describe the type of service provided to this type of customer.

.....

.....

.....

..... [2]

- (iii) Identify the member of staff in PCH that this type of customer communicates with.

..... [1]

- (iv) Describe the communication that takes place between this type of customer and the company, **and** describe the information that is exchanged.

.....

.....

.....

.....

.....

..... [3]

- Complete the table below to identify **two** other methods used to input information. Give **one** item of information input by each method.

| Method | Item of information |
|--------|---------------------|
| 1. | |
| 2. | |

[4]

- (b) (i)** Describe the processing and calculations done when the booking clerk clicks the calculate button.

..... [5]

- (ii) Identify **one** output produced that is sold to the customer.

.....[1]

6 An ICT system is used in the workshop.

Explain **one** example of each of the following for this ICT system.

(i) Hardware

.....

.....

.....

..... [2]

(ii) Software

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.....

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..... [2]

(iii) Input data

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.....

..... [2]

(iv) Processing

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..... [2]

(v) Outputs

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..... [2]

- 7 The EU Health and Safety Directive gave rise to the Health and Safety (Display Screen Equipment) Regulations (1992). PCH must comply with these Regulations because most of its staff use computers as part of their work.

(a) Describe **two** actions that PCH must take to comply with the Health and Safety (Display Screen Equipment) Regulations (1992).

1

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2

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..... [4]

(b) Explain **one** impact of these Regulations on the **staff** of PCH.

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..... [2]

(c) Explain **two** impacts on **PCH** of having to comply with these Regulations.

1

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2

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..... [4]

Section B

You do not need the case study or your notes to answer these questions.

- 8** Most large organisations have an ICT services department. This department is responsible for providing all computer services within the organisation. One task of the ICT services department is to obtain new hardware and software.

Describe **two** other ICT services department tasks.

- 1
-
-
-
- 2
-
-
- [4]

- 9 A customer has ordered the following items from an online stationery store.

| Product code | Description | Quantity |
|--------------|----------------------------------|----------|
| P3421 | A4 pad (lined) | 3 |
| M4650 | Gel pen 0.7 red | 10 |
| L8542 | C5 envelopes self-seal (25 pack) | 2 |

The store emails an invoice to the customer.

- (a) Describe the purpose of an invoice.

.....

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.....

..... [2]

- (b) Describe the likely calculations to produce the invoice.

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..... [3]

- (c) The invoice will be sent to the customer. Identify **one** other document that will be sent to the customer with the goods.

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..... [1]

- 10** Manufacturing organisations use ICT systems to control continuous processes. One example of this is the production of sheet steel.

(a) State **one** other example of an ICT controlled process.

.....
..... [1]

(b) One benefit of using ICT systems to control processes is that the quality of the product is more consistent.

(i) Describe in general terms how this consistent quality is achieved.

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..... [3]

(ii) Explain **three** other benefits of using ICT systems to control processes.

1
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2
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3
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..... [6]

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