

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
AS GCE**

G041/01

**APPLIED INFORMATION AND
COMMUNICATION TECHNOLOGY**

How Organisations Use ICT

THURSDAY 17 JANUARY 2013: Morning

**DURATION: 1 hour 30 minutes
plus your additional time allowance**

MODIFIED ENLARGED 18pt

Candidate forename		Candidate surname	
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Centre number						Candidate number				
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Candidates answer on the Question Paper.

OCR SUPPLIED MATERIALS:

Instruction for Candidates G041/01/IC (inserted)

OTHER MATERIALS REQUIRED:

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

READ INSTRUCTIONS OVERLEAF

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 on the first page. 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.

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.

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SECTION A

This section relates to the case study on Progress Blinds.

- 1 Sales is one job function in a showroom of Progress Blinds.**

Identify the OTHER job function in a showroom and describe FOUR tasks carried out by this function.

Job function _____

Task 1 _____

Task 2 _____

Task 3 _____

Task 4 _____

[5]

[5]

- 3 The general public is one type of customer of Progress Blinds.**

Identify ONE other type of customer and describe the process for ordering blinds.

[3]

- 4 Confirmed orders are entered in a sales order processing (SOP) system.**

(a) (i) A button is one type of input method.

Identify TWO other input methods used.

1 _____

2 _____

[2]

(ii) For EACH input method identify ONE item of information about products that is input.

1 _____

2 _____

[2]

(b) The final output from the SOP system is an invoice.

Describe the CALCULATIONS carried out by the SOP system to produce an invoice for the supply and installation of ONE blind to be fitted OUTSIDE the recess.

[5]

- 5 An ICT system is used by a salesperson to help customers choose the blind(s) they require before a quotation is created.**

Describe ONE example of each of the following for this ICT system:

(i) hardware

[2]

(ii) software

[2]

(iii) input data

[2]

(iv) processing

[2]

(v) output

[2]

6 The Sales and Marketing Director of Progress Blinds is concerned that the company's website is not being used to its full potential. One facility that could be introduced is e-commerce.

(a) Explain TWO other facilities the website could offer.

1 _____

2 _____

[4]

[illegible]

7 The Operations Director is investigating the introduction of computer-aided manufacturing (CAM) to improve the company's ability to compete with other companies.

(a) Explain TWO benefits to Progress Blinds of introducing CAM.

1 _____

2 _____

[4]

(b) Explain TWO possible impacts on EMPLOYEES of introducing CAM.

1 _____

2 _____

[4]

SECTION B

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

8 A company designs and sells suitcases and other items of luggage. The products are manufactured overseas. The company includes departments for research, and design and development

(a) Describe the possible role of each of these departments.

Research _____

_____ **[3]**

Design and development _____

_____ **[3]**

(b) Describe ONE output of the design process that would be needed by the manufacturer.

[2]

(c) A new luggage design is protected by the Copyright, Designs and Patents Act (1988).

How does this benefit the company?

[2]

9 Most organisations use the internet. Larger organisations also use an intranet.

(a) Describe TWO differences between the internet and an intranet.

1 _____

2 _____

[4]

(b) Explain TWO ways in which an organisation might use an INTRANET.

1 _____

2 _____

[4]

(c) Explain ONE DISADVANTAGE to an organisation of using an intranet.

[2]

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