

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE**

**G041/01**

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**How Organisations Use ICT**

**THURSDAY 23 MAY 2013: Morning**

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

**MODIFIED ENLARGED**

<b>Candidate forename</b>		<b>Candidate surname</b>	
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<b>Centre number</b>						<b>Candidate number</b>				
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**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**

**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.
- Any blank pages are indicated.

**BLANK PAGE**

## SECTION A

**THIS SECTION RELATES TO THE CASE STUDY ON  
PROGRESS BLINDS.**

- 1 The Finance and Administration Director in Progress Blinds is responsible for a number of job functions. One of these job functions is general administration.**

**Identify ONE other job function that this director is responsible for and describe FOUR tasks carried out by this job function.**

**Job function** \_\_\_\_\_

**Task 1** \_\_\_\_\_

\_\_\_\_\_

**Task 2** \_\_\_\_\_

\_\_\_\_\_

**Task 3** \_\_\_\_\_

\_\_\_\_\_

**Task 4** \_\_\_\_\_

\_\_\_\_\_

**[5]**

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[5]

- 3 In the warehouse, stock levels are checked once a month. Progress Blinds use approved suppliers to supply the material and other stock needed.**

**Describe the interaction between Progress Blinds and these suppliers.**

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**[2]**

**4 Stock control is an important procedure for Progress Blinds.**

- (a) (i) Describe how different items of stock are identified by the stock control system.**

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**[3]**

- (ii) Identify ONE other value that is input when new stock is received and the input method used.**

**Value** \_\_\_\_\_

**Input method** \_\_\_\_\_ **[2]**

**(b) The Warehouse Manager can check the stock level of the rolls of material used to make the blinds.**

**(i) Describe the CALCULATIONS to keep this value up-to-date.**

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**[4]**

**(ii) Identify the output method used.**

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**[1]**



- 5 In a showroom, administration assistants use an ICT system to make appointments.**

**Explain ONE example of each of the following for this ICT system:**

**(i) hardware**

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**[2]**

**(ii) software**

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**[2]**

**(iii) input data**

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**[2]**

**(iv) processing**

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[2]

**(v) output**

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[2]

**6 The Managing Director of Progress Blinds is concerned that weaknesses in the company's ICT systems are hampering communication between the different sites and personnel.**

**(a) Explain TWO improvements that could be made to the company's ICT systems to improve communication.**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**[4]**

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[6]

**7 Suggested improvements to the ICT systems at Progress Blinds will affect working practices.**

**(a) Explain TWO possible changes to the working practices of Progress Blinds.**

**1** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**[4]**

**(b) Explain TWO possible impacts of these changes on the EMPLOYEES of Progress Blinds.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**[4]**

## SECTION B

**YOU DO NOT NEED THE CASE STUDY OR YOUR NOTES  
TO ANSWER THESE QUESTIONS.**

- 8 There are two aims of the Electronic Communications Act (2000). One of the aims is to facilitate electronic communication.**

**(a) What is the other aim?**

\_\_\_\_\_ **[1]**

**(b) Which type of business activity benefits most from this Act?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ **[1]**

**(c) Describe TWO reasons why this Act was needed.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**[4]**



**9 A travel agency sells holidays to customers. The travel agency will need personal information from customers such as their names and contact details.**

**(a) Describe TWO other types of information the travel agency will need from customers.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**[4]**

**(b) Describe TWO ways this information might be obtained.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

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**[4]**

## Explain the possible impacts of the fast-changing pace of ICT developments in the workplace.

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[6]

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