

Candidate forename						Candidate surname					
Centre number						Candidate number					

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE**

**G041/01**

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**How Organisations Use ICT**

**FRIDAY 25 MAY 2012: Morning**

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

**MODIFIED ENLARGED**

**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.
- No marks will be awarded for using brand names of software packages or hardware.

## 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 is 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** \_\_\_\_\_

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

\_\_\_\_\_ **[5]**

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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 within PCH and specific information is exchanged.**

**One type of customer is the general public.**

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

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**[1]**

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

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**[2]**

**(iii) Identify the member of staff within 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 the information that is exchanged.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ **[3]**

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- 5 Taking bookings for self-drive car hire is an important procedure for PCH.**
- (a) The booking clerk enters some information into the booking system using a keyboard.**

**Complete the table below to identify TWO other methods used to input information and give ONE item of information input by each method.**

<b>Method</b>	<b>Item of information</b>
<b>1.</b>	
<b>2.</b>	

**[4]**



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

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**[5]**

- (ii) Identify ONE output produced that is told to the customer.**

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**[1]**

**6 An ICT system is used in the workshop.**

**Explain ONE example of each of the following for this 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) 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** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **[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** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ **[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 the provision of all computer services within the organisation. One task carried out is obtaining new hardware and software.**

**Describe TWO other tasks carried out by an ICT services department.**

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

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

\_\_\_\_\_ **[4]**

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

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

**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) Identify ONE document, other than an invoice, 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.**

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[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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