



Oxford Cambridge and RSA

Friday 10 January 2020 – Afternoon

Level 3 Cambridge Technical in IT

05838/05839/05840/05841/05842/05877

Unit 2: Global information

INSERT

Modified Enlarged 18 pt

INSTRUCTIONS

Do not send this Insert for marking. Keep it in the centre or recycle it.

INFORMATION

This Insert contains the pre-release material that you have already seen.

ORGANISATIONAL PROFILE

RESPONSE TEAM

A UK based car manufacturer builds luxury cars which are sold in the UK and throughout the rest of the world.

The cars are built in the Midlands. Cars sold outside the UK are transported to the different countries by sea and then transported by road to the showrooms for collection by the new owners. Details of all cars are stored in a database. An excerpt from the cars' database is shown in Fig. 1.

There are a range of options that can be selected to personalise the cars. These options include metallic paint, integral entertainment systems and privacy glass.

All cars have an in-built mobile wi-fi hotspot which is linked to an SOS button and a tracking system.

The SOS button enables a driver to call for help if a problem occurs with the car. The SOS button is not location limiting, meaning the car can be located anywhere in the world. When pressed by the driver, the SOS button automatically connects, through the wi-fi hotspot, to the SOS response team. The response team is based at the manufacturing site in the UK. The response team offers a 24 hour service every day of the year.

When the SOS call is answered by a member of the response team, details of the driver and passengers are taken. A brief explanation of the problem with the car is taken from the driver and the exact location of the car is found using the tracking system. The tracking system means the location of the car can be remotely found by the response team member. The tracking system is accurate to 5 metres.

When these details have been recorded an automatic diagnostic check is run on the car.

When the diagnostic check has been run, it may be that the problem with the car can be fixed remotely. If this is not possible then the location of the car is used to find the nearest authorised recovery and repair garage. The results of the diagnostic test are uploaded to a secured shared storage area. This area can be accessed by the garage using an automatically generated security access code. This code is emailed to the garage when it has been generated by the response team.

If the car is unlikely to be fixed within 12 hours of the SOS call, then the response team will organise a hire car to enable the owner to continue their journey. If this happens the hire car will be sent to the authorised garage.

If the car has been in a crash and the airbags are deployed, then an SOS call is automatically placed to the response team. When this happens a member of the response team will attempt to speak to the driver and will alert the emergency services to the location of the car. The member of the response team will keep the communication to the car open until the emergency services have arrived.

When the car has been repaired, then the car database record is updated. The car is identified using the Vehicle Identification Number (VIN). The VIN is the unique identifier for each car.

The database record is updated each time a car has a routine service, a fault or accident. This enables the manufacturer to have a complete history of any individual car. These records can also be used to spot any trends and patterns in common faults that are occurring with the cars. If a common fault is identified, then the manufacturer could remotely send a patch to the cars' software or issue a product recall. The product recall will enable owners to get the fault rectified at an authorised garage at no cost.

Excerpt from the Car Database.

Fig. 1

VIN	Registration Number	Date of Registration	Country of Registration	Colour	Fuel
267972GB	13675	01/01/2018	Guernsey	Black	Hybrid
387867GB	SY69PPP	01/08/2019	UK	Blue	Diesel
753768GB	1 FRA	01/10/2017	France	Red	Petrol
459026GB	12675	01/07/2018	China	White	Petrol
967267GB	CA1234	01/09/2018	USA	Black	Hybrid

VIN	Product Recalls	Date of PR	Service Date_1	Service Date_2
267972GB	Brake Calipers	05/12/2018	02/01/2019	
387867GB				
753768GB	Windscreen Wipers	29/12/2017	02/10/2018	02/10/2019
459026GB	Brake Calipers	17/12/2018	01/07/2019	
967267GB	Brake Calipers	17/12/2018		

PRE-RELEASE RESEARCH BRIEF

To prepare for the examination, you should research the following themes:

How different types of information access and storage devices and information styles are used by the response team including their characteristics, purpose, advantages and disadvantages.

The classifications of information used by the response team, the importance of good-quality information and the consequences of poor-quality information.

The global information protection legislation and regulations that should be considered by the response team.

How the principles of information security should be considered by the response team, including the risks and impacts.



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