

**Friday 11 January 2019 – Afternoon**

**Level 3 Cambridge Technical in IT**

**05838/05839/05840/05841/05842/05877**

**Unit 2: Global information**

**Duration: 1 hour 30 minutes**

**Plus your additional time allowance.**

**You must have:  
a clean copy of the  
pre-release (Insert)**

**Modified Enlarged 18 pt**

**First Name**

**Last Name**

**Centre  
Number**

**Candidate  
Number**

**Date of  
Birth**

D

D

M

M

Y

Y

Y

Y

## **INSTRUCTIONS**

**Use black ink.**

**Complete the boxes on the front page with your name, centre number, candidate number and date of birth.**

**Answer ALL the questions.**

**Write your answer to each question in the space provided.**

**Additional paper may be used if required, but you must clearly show your candidate number, centre number and question number(s).**

## **INFORMATION**

**The case study should be used to answer questions in Section A.**

**The total mark for this paper is 80.**

**The marks for each question are shown in brackets [ ].**

**Quality of extended response will be assessed in questions marked with an asterisk (\*).**

**Answer ALL the questions.**

## **SECTION A**

**This section relates to the case study on PH Your Flowers.**

**1 (a) Photographs of the flowers are shown on the website.**

**(i) Identify the information style in which the photographs would be included.**

**[1]**

**(ii) Explain why this information style has been used.**

**[3]**

**(b) Identify the category of information holder that PH Your Flowers would be included in.**

**[1]**

**2 Customers have the option to create an account with PH Your Flowers.**

**(a) Identify and describe TWO cost impacts to PH Your Flowers of keeping customer details securely.**

**Cost Impact 1** \_\_\_\_\_

\_\_\_\_\_  
**Description** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Cost Impact 2** \_\_\_\_\_

\_\_\_\_\_  
**Description** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (b) Identify and describe ONE logical security method that could be used to keep customer details secure.

Logical Security Method \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

[4]

- 3 (a) The delivery address postcode is checked by an external website.

Explain why the postcode is checked during the ordering process.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

[3]

- (b) Customers input their payment details.**

**Identify the information classification in which these payment details would be included.**

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**[1]**

- (c) Explain reasons why PH Your Flowers uses a trend and pattern identification data analysis tool to analyse its sales.**

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**[3]**

- 4 (a) Customers can choose to receive or opt-out of receiving marketing communications from PH Your Flowers.**

**(i) Identify the regulation that relates to this.**

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**[1]**

- (ii) Explain ONE action that should be taken by PH Your Flowers to comply with this regulation.

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[3]

- (b) PH Your Flowers advertises that it has a Green IT policy.

Describe TWO benefits to PH Your Flowers of using Green IT.

1

2

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[4]

**5\* PH Your Flowers has just created a social media account.**

**Discuss the advantages and disadvantages to PH Your Flowers of using social media to promote the business. [10]**

[illegible]



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**SECTION B**

**You do not need the case study to answer these questions.**

**A dental practice is creating a new contact management system to record details of its patients, appointments and treatments.**

- 6 (a) One of the stages that will occur during the data analysis will be to define the scope.**

**Identify THREE OTHER stages of data analysis.**

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

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

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

**[3]**

**(b) During the data analysis Data Flow Diagrams (DFDs) may be created.**

**One component of a DFD is a data store.**

**Draw and label symbols for TWO OTHER DFD components. [4]**

- (c) Describe ONE benefit and ONE limitation to the dental practice of using a contact management system.**

**Benefit** \_\_\_\_\_

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**Limitation** \_\_\_\_\_

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**[4]**

- (d) Explain why the dental practice should have a disaster recovery policy relating to its contact management system.**

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**[4]**

- (e) Identify and describe ONE physical protection method that could be used to reduce the risk of a disaster occurring to the contact management system.

Physical Protection Method \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

[4]

**7 The dental practice is updating its website.**

- (a) Explain, using an example, how the dental practice could make use of animated graphics on its website.**

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**[4]**

- (b)\* The updated website will include an interactive form which will enable new patients to register and current patients to book appointments.**

**Discuss how the integration between the interactive form and the contact management system will enable the system to be more efficient in the collecting, retrieving and storing of patient data and information. [10]**

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- (c) The contact management system holds data and information about patients.

Using an example relating to the dental surgery, the difference between data and information.

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[3]

- (d) The Data Protection Act and Freedom of Information Act provide individuals the right of access to data and information.

Compare the rights of individuals relating to the access to information under the Data Protection Act and the Freedom of Information Act.

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[4]





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