Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
5	
6	
7	
8	
TOTAL	

General Certificate of Education
Advanced Level Examination
January 2012

Information and Communication Technology INFO3

Unit 3 The Use of ICT in the Digital World

Thursday 26 January 2012 1.30 pm to 3.30 pm

For this paper you must have:
- a clean copy of the Candidate Booklet (enclosed for you to use when answering questions in Section A).

Time allowed
- 2 hours

Instructions
- Use black ink or black ball-point pen. Use pencil only for drawing.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Do not write outside the box around each page or on blank pages.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information
- The marks for questions are shown in brackets.
- The maximum mark for this paper is 100.
- Question 8 should be answered in continuous prose.
  In this question you will be marked on your ability to:
  - use good English
  - organise information clearly
  - use specialist vocabulary where appropriate.

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SECTION A

Answer **all** questions in the spaces provided.

1 (a) List **four** typical areas of responsibility for the Chief Information Officer (CIO) of Eurotradeon.

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(4 marks)

1 (b) Prior to her retirement, the CIO has been called to a meeting with the other company directors. The main item on the agenda is the technology life cycle and the continued use of leading edge technology by Eurotradeon.

Discuss the technology life cycle and the suitability of Eurotradeon continuing their strategy of using leading edge technology.

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(12 marks)

Turn over ▸

16

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2 Compare cloud computing services with outsourced computing services in terms of service provision, flexibility and charging mechanisms.

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(9 marks)

9

Turn over for the next question

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3 Online traders have to comply with the Electronic Commerce (EC Directive) Regulations 2002.

Describe the main features of these regulations and how they should be implemented.

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(6 marks)

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4 David Bowen, as the Director of Training and Support Services, is tasked with developing and implementing the most appropriate forms of training and support for Eurotradeon's customers and Eurotradeon's staff.

4 (a) Describe and justify **one** training method that could be appropriate for Eurotradeon's **customers**.

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(5 marks)

Question 4 continues on the next page

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4 (b) Describe other training methods that could be appropriate for Eurotradeon's **staff**.

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(10 marks)

Question 4 continues on the next page

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4 (c) Describe **one** support method that could be appropriate for Eurotradeon's **customers.**

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(3 marks)

18

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SECTION B

Answer **all** questions in the spaces provided.

5 A variety of linear and iterative methods can be used to develop systems.

5 (a) (i) Explain how a linear development methodology is used to develop systems.

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(5 marks)

Question 5 continues on the next page

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5 (a) (ii) Explain why a linear development methodology might be used for developing a system that has clearly defined and documented business requirements and which needs to be implemented by a set deadline.

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(4 marks)

5 (b) Explain how an iterative development methodology is used to develop systems.

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(3 marks)

12

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6 The first row of the table below lists the actions that could be used to reduce the likelihood of a virus attack.

Complete the other rows by listing **three** actions for each of the remaining security issues. Do **not** use the same action twice.

SECURITY ISSUE	ACTIONS
Virus attack	1 Use an anti-virus scanning package 2 Keep it up to date 3 Training staff not to open unsolicited emails
Loss of data	1..... 2..... 3.....
Unauthorised system access	1..... 2..... 3.....
Unauthorised physical access to ICT facilities	1..... 2..... 3.....

(9 marks)

9

Turn over for the next question

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7 (a) An organisation's business goals is one of the factors that influences its ICT strategy.

Explain a range of other factors that should be taken into account when developing an ICT strategy.

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(7 marks)

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7 (b) Identify the issues that could arise if an organisation fails to consider the business goals when developing an ICT strategy.

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(3 marks)

10

Turn over for the next question

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8 A virtual company can be described as an organisation where the employees are geographically dispersed, work from home and use ICT to operate most aspects of the business.

Discuss how emerging ICT technologies could be used to operate a virtual company. Include in your discussion the social and environmental issues surrounding the growth of virtual companies.

In this question you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate. *(20 marks)*

This space is available for planning your answer, if you wish to use it.

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END OF QUESTIONS

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