

SCARLET PRICE MOCK 1

MARK SCHEME

- Any 2 relevant problems (1 mark each) plus expanded (1 mark each)

They did not collect data from people directly involved with the business i.e. the focus group

The data collection methods would not have shown up any existing problems (1)

Although they had an overview of the requirements they did not have specific information on tasks (1) especially those carried out by the end user (1).

- Award 2 marks per section.

Example answers

Costs: A company might have to pay for the storage facilities (1), or the company would need to make use their own valuable space (1)

Backup frequency: If the system requires lots of backups per day then this off-site storage may not be suitable in terms of delivery (1), especially if the other office is far away (1)

Safety: It is important that the backup media is secure from physical damage (1), or stored at the right temperature (1)

Recoverability: Should the data be required from the off-site storage place and the media is too far away the business will not be able to function properly until the data is received (1)

-OR-

Data that is stored off-site might require special hardware to restore the data (1) software needs to be at hand (1)

Media: Some media is more robust than others (1) and less susceptible to damage (1)

CREDITS

GUISELEY SCHOOL
MISS BHUIYA

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3.a. Guidance for examiners on how to mark this question

Low mark range (0-3 marks) Candidate demonstrates little knowledge of outsourcing or in-house provision with very little discussion. The answer lacks structure and clarity. There are several errors in spelling and grammar.

Medium mark range (4-6 marks) Candidate demonstrates some knowledge of outsourcing or in-house provision is mentioned and reasonably well discussed. The answer is reasonably well structured. There are some errors but not enough to detract from the clarity of the answer.

High mark range (7-10 marks) Candidate demonstrates good knowledge of outsourcing or in-house provision is mentioned and has been fully discussed. The answer is well structured and adds to the clarity of the answer. There are few spelling errors.

Example Answer Outsourcing means contracting a business to carry out a particular service, such as developing new software, telemarketing and manufacturing.

In-house means all required resources are developed using the expertise from the staff that the organisation employs (1)

With regard to outsourcing SP can concentrate on what they do best and gain expertise from external companies to cover unfamiliar areas (1) The business knowledge of the developers is an important factor (1). The external software supplier is likely to have far more permanent resources at its disposal (1). Future maintenance is another consideration (1) the external software supplier staff will be working on other projects so staff with understanding won't always be on hand (1).

With regard to in-house development SP could save initial costs by using the internal staff. They in-house developers are likely to have greater knowledge of the internal workings of the organisation (1) Although the in-house developers may be able to engage contractor staff to boost their resources (1). The expertise may be limited and the staff might not be able to do what they want because the developers are also on site (1) it also means that any updates will be able to be carried out quite quickly and effectively (1).

Other areas that could be discussed With regard to in-house development, help is always available (1); however if the staff member leaves the company (1) then the expertise of that person goes too (1) and the organisation is left without appropriate support in that area (1)

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3.b. MARKING GUIDANCE

Any sensible area (1 mark) and explanation on this area (4 marks)

Possible areas: customer service, serviceability, performance, operations management

Example answer

They might include the service providers' details on recovery (1). This may include the repair time of the equipment should it have to be taken off site (1), repair of equipment if it is out of action (1), and detail of life expectancy and failure rate with length of replacement (1)

4. MARKING GUIDANCE

Any relevant points (1 mark each) plus justification of each point (1 mark up to a max of 4)

Example answer

Team Endurance started off badly in that they lacked appropriate investigation (1). They looked at documentation rather than working with the end users (1). Even though they were going to refine these business goals themselves without consultation with management (1). Their time management was also poor (1) and thus they did not have time to receive input from a proposed end user administration team (1). They then proceeded to take advice from people not related to the organisation and investigated it and was only listening to hearsay (1). They proposed carrying out development and suggesting whether the necessary skills were available in-house (1). Lastly the system will have basic facilities only and this was very limited according to future expansions especially since the system is being integrated over the following 2 years (1)

5.a. MARKING GUIDANCE—Areas of required training (1 mark each to a maximum of 4)

Award 1 mark for each relevant method of training up to a maximum of 3 marks

Example Answer

They will have to be able to define information needs (1), make tactical decisions and therefore be aware of legislation consequences (1), planning for the future and being aware of the latest developments (1) attaining goals (1), planning resources for optimum use of skills (1), liaising with staff effectively (1) and monitoring staff (1). It is very likely this will be delivered off-site in a training course (1) or seminar (1), they need to be aware of what the management are being trained in not what their existing knowledge is (1) and thus are more wary of them and give them the respect they deserve (1).