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**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
ADVANCED SUBSIDIARY GCE**

G041

**APPLIED INFORMATION AND
COMMUNICATION TECHNOLOGY**

How Organisations Use ICT

THURSDAY 14 JANUARY 2010: Afternoon

DURATION: 1 hour 30 minutes

SUITABLE FOR VISUALLY IMPAIRED CANDIDATES

Candidates answer on the Question Paper

OCR SUPPLIED MATERIALS:

Instructions for Candidates G041/IC (inserted)

OTHER MATERIALS REQUIRED:

Candidates pre-prepared materials

READ INSTRUCTIONS OVERLEAF

INSTRUCTIONS TO CANDIDATES

- **Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes on the first page.**
- **Use black ink. Pencil may be used for graphs and diagrams only.**
- **Read each question carefully and make sure that you know what you have to do before starting your answer.**
- **Answer ALL the questions.**
- **Write your answer to each question in the space provided, however additional paper may be used if necessary.**
- **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.**

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SECTION A

THIS SECTION RELATES TO THE CASE STUDY ON SANDWICHESPLUS.

1 Catering is one of four job functions within the head office of SandwichesPlus.

Identify ONE OTHER job function within the head office and describe four tasks carried out within this function.

Job function _____

Task 1 _____

Task 2 _____

Task 3 _____

Task 4 _____

[5]

3 The chef in the central kitchen must make decisions about what standard ingredients need to be ordered.

(a) (i) Identify TWO items of information that must be collected to help the chef make these decisions.

Item 1 _____

Item 2 _____

_____ **[2]**

(ii) Describe how this information is obtained.

_____ **[3]**

(b) Describe how the chef uses information to decide what to order.

[3]

(c) Describe how an order is placed.

[2]

4 A database is used to process catering enquiries.

(a) Describe how the information needed to process catering enquiries is obtained.

[2]

(b) (i) Identify TWO items of information about standard catering requirements that are entered by the catering manager.

Item 1 _____

Item 2 _____ [2]

(ii) Identify the method used to enter EACH item of information.

Item 1 _____

Item 2 _____ [2]

(c) Describe the PROCESSING and CALCULATIONS carried out to produce a quotation for the client.

[4]

- 5 Describe the ICT system used by the CASHIER in a SANDWICH BAR. You should include details of the hardware and software used, examples of input data and outputs, and the processes carried out.

Hardware _____

Software _____

Input data _____

Outputs _____

Processes _____

_____ **[10]**

6 The owner of SandwichesPlus wants to improve the process of providing catering clients with quotations.

(a) Explain TWO weaknesses of the current methods of obtaining information from clients and providing them with a quotation.

Weakness 1 _____

Weakness 2 _____

_____ **[4]**

(b) (i) Explain ONE possible improvement to the methods of obtaining information from clients and providing them with a quotation.

[2]

(ii) Explain ONE benefit this improvement would bring to the process of providing clients with a quotation.

[2]

(iii) Explain ONE problem associated with this improvement that may need to be overcome.

[2]

SECTION B

YOU DO NOT NEED THE CASE STUDY OR YOUR NOTES TO ANSWER THESE QUESTIONS.

7 A company designs and manufactures a unique range of children’s wooden toys. The company has a website with an on-line catalogue and uses e-commerce to sell the toys directly to the public.

(a) A customer accesses the on-line catalogue.

Describe the process the customer would go through to buy toys from the company.

[4]

(b) Explain the benefits and limitations to the COMPANY of using e-commerce to sell their toys.

[6]

(c) The toy designs are protected by the Copyright, Designs and Patents Act (1980).

How are the designs protected by this Act?

[2]

8 The increased use of ICT has meant that many office workers no longer need to actually be in their employer's premises to carry out their work.

(a) Explain TWO impacts on OFFICE WORKERS of this change in working practices.

Impact 1 _____

Impact 2 _____

_____ **[4]**

(b) Explain TWO impacts on EMPLOYERS of this change in working practices.

Impact 1 _____

Impact 2 _____

_____ **[4]**

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