

**ADVANCED SUBSIDIARY GCE
APPLIED INFORMATION AND COMMUNICATION
TECHNOLOGY**

G041

How Organisations Use ICT

Candidates answer on the Question Paper

OCR Supplied Materials:

- Instructions for Candidates G041/IC (inserted)

Other Materials Required:

- Candidates pre-prepared materials

**Tuesday 18 May 2010
Afternoon**

Duration: 1 hour 30 minutes



Candidate Forename		Candidate Surname	
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Centre Number						Candidate Number				
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INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- 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.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided. Additional paper may be used if necessary, but you must clearly show your Candidate Number, Centre Number and question number(s).
- 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.
- This document consists of **12** pages. Any blank pages are indicated.

	For Examiner's Use	Max
Task 2		15
Task 3		15
1		6
2		5
3		8
4		11
5		10
6		10
7		6
8		14
Total		100

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Section A

This section relates to the case study on SandwichesPlus.

1 The manager of a sandwich bar oversees a number of job functions. One of these is sales.

Identify the **three** job roles that make up the sales function in a sandwich bar and describe **one** task carried out by each.

Job role 1

Task

.....

Job role 2

Task

.....

Job role 3

Task

..... [6]

2 Describe the role of the catering manager in the SandwichesPlus head office.

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..... [5]

3 The manager of a sandwich bar places orders with a number of suppliers.

(a) Identify **two** items of information from within the sandwich bar that the manager needs when making decisions about what to order and in what quantities.

Item 1

Item 2 [2]

(b) Describe how the manager obtains and uses information to make decisions about what to order and in what quantities.

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..... [4]

(c) Describe the communication that takes place between the manager and **one** supplier.

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..... [2]

4 The cashier's computer is used to process all take-away and eat-in sales.

(a) (i) Identify the **two** methods used to enter information about sandwiches.

Method 1

Method 2 [2]

(ii) Identify **one** item of information entered by **each** method.

Method 1

Method 2 [2]

(iii) Describe the source of this information.

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..... [2]

(b) (i) Identify the paper output from the system.

..... [1]

(ii) Describe the **processing** and **calculations** carried out to produce this output.

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..... [4]

- 5 Describe the ICT system used by the **catering** department to organise and process bookings. You should include details of the hardware and software used, examples of input data and outputs, and the processes carried out.

Hardware

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Software

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Input data

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Outputs

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Processes

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..... [10]

6 The owner of SandwichesPlus wants to improve the systems currently used for processing **eat-in** and **take-away** sandwich orders.

(a) Explain **one** strength of the current system for processing sandwich orders.

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..... [2]

(b) Explain **one** weakness of the current system for processing sandwich orders.

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..... [2]

(c) (i) Explain how the current systems for processing sandwich orders could be improved. You should include details of any equipment that would be needed and how it would be used.

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..... [4]

(ii) Explain **one** problem associated with these improvements that may need to be overcome.

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..... [2]

Section B

You do not need the case study or your notes to answer these questions.

7 The Computer Misuse Act came into force in 1990.

(a) Describe **one** action that this legislation makes illegal.

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..... [2]

(b) Explain how this legislation protects organisations' computer systems and data.

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..... [4]

8 A manufacturing company uses an automatic stock control and re-ordering system to keep track of and maintain the stock levels of parts used in production.

(a) (i) What information would be used to identify each part?

..... [1]

(ii) How would this be used to monitor stock levels?

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..... [2]

(iii) Give **two** other items of information that would be stored about each part.

Item 1

Item 2 [2]

(b) Describe the processing and calculations that would be carried out by the automatic re-ordering system.

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..... [3]

(c) The company is about to introduce a robotic system in the warehouse that will be linked to the stock control and re-ordering system.

Explain **three** impacts of introducing this system.

Impact 1

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Impact 2

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Impact 3

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..... [6]

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