



Answer **all** the questions.

**Section A**

**This section relates to the case study on Better Cleaning.**

**1** The cleaning staff at Better Cleaning are given their daily work schedule on paper.

Describe **two** advantages and **one** disadvantage to the cleaning staff of having their daily work schedule on paper.

Advantage 1 .....

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Advantage 2 .....

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Disadvantage... ..

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**[6]**

2 The client accounts of Better Cleaning are stored on a spreadsheet.

(a) Describe **one** item of confidential business data which is held in the client accounts.

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.....  
..... [2]

(b) (i) Identify **one** shared device which could be used by Better Cleaning to enable clients to access their invoices remotely.

.....  
..... [1]

(ii) Describe **one** characteristic of this shared device which makes it suitable for this task.

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..... [2]

(c) (i) Identify **one** method which could be used to maintain the integrity of the client accounts. Justify your choice.

Method .....

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Justification .....

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..... [4]





4\* Better Cleaning is concerned about the security of the data to be stored on the shared device.

Discuss the security methods which could be used to maintain the security of data on the shared device.

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5 Better Cleaning is considering the use of Green IT in the administration office.

(a) Describe the purpose of Green IT.

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..... [3]

(b) Describe **two** requirements of Green IT on the office staff.

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2.....  
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..... [4]









8 A retailer is collecting information about new stock items. The retailer could collect the information from an external source.

(a) Describe what is meant by an external source of information.

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..... [2]

(b) State **one** example of an external source of data which a retailer could use.

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..... [1]

(c) Identify and describe **one** characteristic of information that should be considered by the retailer.

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..... [3]

9 A hotel uses an on-line reservation system to enable guests to book hotel rooms.

(a) Describe the type of www.technology network that is used by the on-line reservation system.

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..... [2]

(b) Identify the **category of information holders** a hotel would be included in.

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..... [1]

(c) Guests register their contact details before they use the on-line reservation system.

Describe **one** way in which the hotel could use these details.

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..... [2]

(d) The hotel uses graphics and text on the on-line reservation system.

Describe **two** advantages to the guests of using graphics on the on-line reservation system.

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2.....  
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..... [4]

(e) The on-line reservation system has had a breach of security.

Explain **two** impacts this breach could have on the hotel.

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[4]

**END OF QUESTION PAPER**

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