



Oxford Cambridge and RSA

Level 3 Cambridge Technical in IT

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Unit 2: Global information

INSERT

Wednesday 11 January 2017 – Afternoon

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Organisational profile

Introduction

Better Cleaning is a small independent business which provides cleaning and house move packing services to its clients. The administration staff are based in an office on an industrial estate. The cleaning materials, such as mops and buckets, packing boxes and the vans used by the cleaning staff are also based on this estate.

Services

The main services provided by *Better Cleaning* are:

- regular cleaning of properties;
- one-off cleaning of properties e.g. when a house has been sold and the residents have moved out;
- carpet and curtain cleaning;
- oven cleaning;
- ironing;
- house move packing.

Processes and problems

The office staff produce a daily work schedule for the cleaning staff. The schedule is based on the number of hours each service will take to complete and the distance and travelling time between the locations of each property.

Client invoices are sent out at the end of each month. The client account records are stored on a spreadsheet and can be accessed by any member of the office staff. Each client has a unique client number with each service having a different code. An excerpt from the client account records is shown in **Fig.1**. The accounts are also used to create business reports at the end of each month – for example, the monthly income each type of service generates.

There are currently problems with the data held in the client account records. There have been occasions when client invoices have been incorrect. This has been caused by a member of the office staff updating the client account records whilst these are being updated by another staff member ready for printing and sending to the clients.

A suggestion has been made that *Better Cleaning* moves to a paperless method with clients accessing their invoices remotely. This will enable clients to access their invoices at any time. This will, however, require more robust security procedures than are currently in place.

Better Cleaning has recently carried out an audit of the consumables, for example paper and ink cartridges, which are used in the office. This audit has highlighted that paper is being wasted by the reprinting of client invoices following client complaints that these are incorrect. This has also impacted on the increased number of ink cartridges being used.

The owner of *Better Cleaning* has recently received information relating to Green IT and, following the audit of consumables, has decided that Green IT will to be introduced into existing business practices. The introduction of Green IT will have an impact on the business and office staff. The computers currently in use at *Better Cleaning* are to be upgraded and the owner is keen to purchase computers which conform to Green IT policies. It is hoped that introducing Green IT will also have an impact on the cost of consumables and the amount of electricity used.

Appendix

Excerpt from the client accounts spreadsheet

Client ID	Date	Service Code	Cost (£)
123	26/02/2015	RC	50.00
234	26/02/2015	OFC	100.00
123	26/02/2015	IR	15.00
789	26/02/2015	OC	35.00

Fig.1

To prepare for the examination, you should research the following themes:

- How different types of information storage media and devices could be used in *Better Cleaning*, including the advantages and disadvantages of each type, and how these could be used to maintain data integrity.
- How the information styles of text, charts and graphs can be used to convey business information.
- The security methods which could be introduced at *Better Cleaning*.
- How Green IT requirements can be conformed to and the impact on *Better Cleaning* and the office staff of introducing these changes in working practices.

The questions in Section A of the examination will require you to draw on your knowledge and understanding which you have gained when researching these themes.

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