OCR
Oxford Cambridge and RSA

Wednesday 13 January 2021 – Afternoon

Level 1/2 Cambridge National in ICT

R001/01 Understanding Computer Systems

Case Study

Time allowed: 1 hour

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Information for learners

Many hotels use part of their building to host conferences. This means that on any day there could be a mixture of hotel guests and conference delegates in a hotel.

The conferences held in hotels can range in the topics covered from business meetings to comic conventions.

Scenario 1

James is the manager of Progress Conference Centre (PCC). The hotel has 16 bedrooms and a restaurant that is open to hotel guests and members of the public. The conference centre seats up to 250 delegates. James employs a full-time secretary to help him with his work. The secretary uses a desktop computer.

James uses diary management software to keep track of bookings at PCC. He shares editing rights to the bookings diary with his secretary. James can access the diary on his laptop and on his smartphone.

Each Monday morning, James spends three hours doing the accounts for the previous seven days. James uses information from the hotel, restaurant and conference centre to work out the accounts. To do this, he uses software to combine the different sources of information such as how much was spent in the restaurant, how many rooms were booked together with the costs and income from the conference centre. When this is done, access to the final document needs to be controlled because it contains a range of sensitive information.

Some staff are employed to clean the hotel rooms. PCC has a policy that no room is cleaned until the guest has checked out of the hotel. James is exploring the use of new technology and has given cleaning staff tablet devices. These tablet devices can connect to one of PCC's Wi-Fi networks so that cleaning staff can be informed when a guest has checked out of the hotel.

Scenario 2

Sarah is training manager for Page Turn Publishing (PTP). She has booked the conference centre for a training conference. Sarah always creates a presentation for every conference she runs. Sarah has combined images, sound and text to create a welcome presentation for this training conference.

Sarah and the delegates need access to the Internet during the conference. She has checked with PCC and has been told that there is a Wi-Fi network available for delegate use.

When delegates arrive at the conference they must register online. When registering, they need to provide personal details such as their name, phone number, email address and business address. At the end of the conference, Sarah will send an invoice to each delegate so that they can pay the fees for the conference.

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Preparation

In order to prepare for the examination, you should research the use of technology in a hotel that caters for hotel guests and uses part of its building to host conferences.

This should include:

- the use and features of systems to manage and track bookings
- the impact of shared editing rights on documents
- the use and features of software to calculate weekly costs, income and profit
- methods by which access to documents may be restricted
- the implications of allowing Wi-Fi access to hotel guests/conference delegates.

You should also research:

- the features and purposes of smartphones, tablets and desktop/laptop computers
- devices required to create a Wi-Fi network and the benefits of doing so
- the use of software and hardware to create presentations and the content included in them
- the features, use of and benefits to be gained from computer operating systems
- how to design data capture forms.

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