



## Level 3 Cambridge Technical in IT

**Time allowed: 1 hour 30 minutes**

# C380/2406



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Centre number

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Candidate number

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First name(s)

Last name

Date of birth

D	D	M	M	Y	Y	Y	Y
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- Use black ink.
- Write your answer to each question in the space provided. If you need extra space use the lined pages at the end of this booklet. The question numbers must be clearly shown.
- Answer **all** the questions.

- The total mark for this paper is **80**.
- The marks for each question are shown in brackets [ ].
- Quality of extended response will be assessed in questions marked with an asterisk (\*).
- This document has **20** pages.

- Read each question carefully before you start your answer.

**Section A**

Put a tick (✓) in the box next to the **one** correct answer for each question.

1 A Personal Computer that contains a hard disk drive uses \_\_\_\_\_ storage.

A Flash

☐

B Internal

☐

C Portable

☐

D Removable

☐

[1]

2 10101110 is an example of which number system?

A Binary

☐

B Decimal

☐

C Denary

☐

D Hexadecimal

☐

[1]

3 Which productivity software is the **most** appropriate to organise a user's contacts?

A Email

☐

B Multimedia

☐

C Translator

☐

D Word Processor

☐

[1]

**4** Which business software allows users to work together using combinations of text, images and video?

**A** CAD

☐

**B** Expert Systems

☐

**C** Multimedia

☐

**D** Project Management

☐

**[1]**

**5** Which of the following enables audio calls over the internet?

**A** Cellular

☐

**B** Instant Messaging

☐

**C** SMS

☐

**D** VOIP

☐

**[1]**

**6** Which problem is usually caused by having too many applications running at the same time?

**A** Software freeze

☐

**B** Unexpected hardware behaviour

☐

**C** Unexpected power off

☐

**D** Unexpected rebooting

☐

**[1]**

7 Which of the following is a TCP/IP protocol for sending and receiving emails?

A FTP

☐

B HTTP

☐

C ICMP

☐

D SMTP

☐

[1]

8 Which of the following allows more than one server to run on one piece of hardware?

A Client Virtualisation

☐

B Cloud Virtualisation

☐

C Server Virtualisation

☐

D Storage Virtualisation

☐

[1]

9 192.168.1.1 is the default IP Address for the main server on a network. It is also the:

A Default Gateway

☐

B MAC Address

☐

C PSTN

☐

D Subnet Mask

☐

[1]

**10** Which method of communication allows short messages, images or videos to be shared with many people?

**A** IDE

☐

**B** Letters

☐

**C** Reports

☐

**D** Social networking

☐

**[1]**

**11** The ability to plan and implement tasks is an example of which personal attribute?

**A** Determination

☐

**B** Leadership

☐

**C** Respect

☐

**D** Time management

☐

**[1]**

**12** Keeping data safe from unauthorised access is an example of which operational issue?

**A** Disaster planning and recovery

☐

**B** Health and safety

☐

**C** Organisational policies

☐

**D** Security of information

☐

**[1]**

**13** Phishing is an example of:

- A** blocking access to data
- B** deleting data
- C** listening to data transfers
- D** obtaining confidential data

☐☐☐☐

**[1]**

**14** Which physical security technique protects data by making it permanently unreadable?

- A** Biometrics
- B** Locks
- C** Privacy screens
- D** Shredding

☐☐☐☐

**[1]**

**15** Which method of disposal replaces existing data with new data?

- A** Electromagnetic wipe
- B** Encryption
- C** Overwrite data
- D** Physical destruction

☐☐☐☐

**[1]**

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**Turn over for the next question**

## Section B

Blue Milk Cantina is a large chain of juice bars across the UK. They have recently updated the IT systems at the Head Office and the distribution warehouse. Head Office deals with staffing and wages, while the warehouse holds the stock for the juice bars. The warehouse uses robots to move the stock around.

The managers in the juice bars use tablet computers to place orders, keep track of staffing hours and to communicate with Head Office.

**16** The juice bar managers place an order each week using the tablet computers.

**(a)** Identify **two** input devices that could be used to place the order.

1 .....

2 .....

**[2]**

**(b)** Identify and describe **one** benefit and **one** limitation of using a tablet computer to place the orders.

Benefit

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Limitation

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**[4]**



- (c) Each tablet connects to the internet and the company WAN using Wifi in the juice bars.

Identify and describe **two** types of communications hardware, other than ethernet cables, required to connect to the WAN.

1 .....

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2 .....

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[4]

- (d) Head Office are buying new tablet devices to capture promotional images for use online.

Identify a minimum storage capacity required for this device, including the unit of measurement.

Storage capacity .....

Unit of measurement .....

[2]

- 17 Blue Milk Cantina use an app to manage staffing hours and wages.

What **type** of software is this an example of?

.....

.....[1]

- 18** Blue Milk Cantina use a Multiuser Operating System for the personal computers at Head Office.

Describe **one** benefit and **one** limitation of using a Multiuser Operating System.

Benefit

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Limitation

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**[4]**

- 19** Each week a video conference meeting is held between Head Office and all of the juice bar managers.

Explain **one** advantage and **one** disadvantage of using video conferencing for this meeting.

Advantage

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Disadvantage

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**[6]**

- 20** The Head Office IT system has one server that is used for multiple functions.

- (a)** Identify and describe **two** advantages of separating the web and mail servers from the main file server.

1 .....

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2 .....

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**[4]**

- (b)\*** The Head Office IT system consists of 8 personal computers, one server and a three-in-one scanner/printer/copier.

Identify a suitable network topology that could be used at the Head Office. Justify your choice including reference to the hardware required.

Network topology: .....

Justification .....

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.....[10]

- (c) Updates to the firmware for the warehouse robots come with a Standard Operating Procedure (SOP).

Identify and describe **three** advantages of using a SOP when updating the firmware.

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[6]

- (d) The warehouse has a range of hardware and software that is maintained by a team of ICT technicians.

Identify and describe **two** barriers to communication for the ICT technicians working in the warehouse.

1 .....

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[4]

**21** The IT technicians must keep the warehouse IT systems running with minimal downtime.

**(a)** Identify and describe **two** personal attributes that the IT technicians should have.

- 1 .....
- .....
- .....
- .....
- 2 .....
- .....
- .....
- .....

**[4]**

**(b)** The IT technicians are members of the Chartered Institute for IT.

Describe **one** benefit to the IT Technician for being a member of a professional organisation.

- .....
- .....
- .....
- .....

**[2]**

- (c)\* One of the juice bar managers has been caught stealing cash from the till. The staff in the juice bar knew about it but did not report it as they were worried about their jobs. Blue Milk Cantina is to implement a company whistleblowing policy.

Discuss the issues that should be included in the whistleblowing policy.

[10]

- (d) Identify the organisational policy that would include using the network in a professional manner, as one of its principles.

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

- 22 Head Office need to keep the data on the main server secure.

Identify **one** physical security measure that could be used to protect the server room.

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

**END OF QUESTION PAPER**



**EXTRA ANSWER SPACE**

If you need extra space use this lined pages. You must write the question numbers clearly in the margin.

Lined area for extra answer space, consisting of multiple horizontal dotted lines for writing.



A series of horizontal dotted lines for writing, spanning the width of the page.



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