

**CAMBRIDGE TECHNICALS LEVEL 3 (2016)**

**Examiners' report**

**IT**

**05838–05842, 05877**

**Unit CC January 2025 series**

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## Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates.

The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

A full copy of the question paper and the mark scheme can be downloaded from [Teach Cambridge](#).

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## Unit CC series overview

| Candidates who did well on this paper generally:   | Candidates who did less well on this paper generally:  |
|--|--|
| <p>Correctly answered questions for the following teaching content:</p> <ul style="list-style-type: none"> <li>• 1.2 Cloud models</li> <li>• 1.3 Types of organisation that would benefit</li> <li>• 1.4 Types of organisation that may not benefit from cloud technology</li> <li>• 3.1 Cloud service models</li> <li>• 5.1 Considerations for adopting cloud services</li> <li>• 5.4 Service Level Agreements (SLA)</li> <li>• 6.2 Information Security</li> </ul> | <p>Teaching content candidates found challenging:</p> <ul style="list-style-type: none"> <li>• 1.1 Cloud technology characteristics and terms</li> <li>• 2.2 Business considerations when implementing cloud services</li> <li>• 2.3 How cloud technology enhances business value</li> <li>• 2.4 Business benefits of service models</li> <li>• 3.2 Accountabilities and responsibilities based on cloud service model</li> <li>• 3.3 Organisations' internal skills requirements to support their cloud model</li> <li>• 3.4 Technology that make cloud services possible</li> <li>• 4.3 Permission levels</li> <li>• 5.2 Cloud readiness assessment</li> </ul> |

### General comments on the paper

The scope of learning outcomes within this unit and the breadth of knowledge required has meant that some learning outcomes (LOs) were better understood than others.

Based on the statistics for the individual items in the Cloud Technology multiple choice test, candidates overall were most successful answering questions targeting LO1: Understand the characteristics and context of cloud technology and why it is used. Candidates found LO3: Understand the requirements of cloud services and LO4: Understand the features of cloud storage the hardest.

### Learning outcome 1: questions 1 – 14, 70

This LO requires candidates to understand the characteristics and context of cloud technology and why it is used. Questions targeting this LO had a good response, with many candidates achieving the marks on questions 6, 9-10, 13 and very few candidates achieved marks for question 5. In particular, students found question 3 challenging.

### Learning outcome 2: questions 15 - 25

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on questions 15 and 17 for this LO particularly question 18, but found questions 16, 19, 22, 24 and 25 challenging.

### Learning outcome 3: questions 26 - 45

LO3 requires candidates to understand the requirements of cloud services. Questions for this learning outcome that presented difficulties for candidates were questions 31, 35, 37-38, 41, 43 and 44. Candidates did well on questions 28, 30 and 42.

### Learning outcome 4: questions 46 - 52

LO4 requires candidates to understand the features of cloud storage. There were seven questions which addressed this learning outcome. Responses to question 46, 48 and 49 were the weakest.

### Learning outcome 5: questions 53- 63

This LO requires candidates to understand the deployment requirements for cloud-based services for organisations. Questions 53 and 63 were answered well with questions 56, 57 and 60 being less successful.

### Learning outcome 6: questions 64 - 66

LO6 requires candidates to know the regulatory issues that impact cloud technology. There were three questions which targeted this learning outcome. Questions 64-66 were successfully answered.

### Learning outcome 7: questions 67 - 69

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. Of the three questions addressing this learning outcome, learners were most successful with question 68.

## Appendix 1 Questions

### Question 1

Which of the following is a disadvantage of "pay-as-you-grow"?

Select the correct answer.

A You don't know how much capacity you will need.

B You don't know what the annual cost of services will be.

C You only pay for extra capacity when needed.

D You only pay for the capacity you are using.

[1]

### Question 2

What is chargeback?

Select the correct answer.

A Breaking down and charging for each resource when they are used.

B Calculating an annual cost of the service used and turning it into a monthly price.

C Charging a fixed price for resources used.

D Charging an annual price for the service used.

[1]

### Question 3

Which of the following is **not** an advantage for a business of using cloud technology?

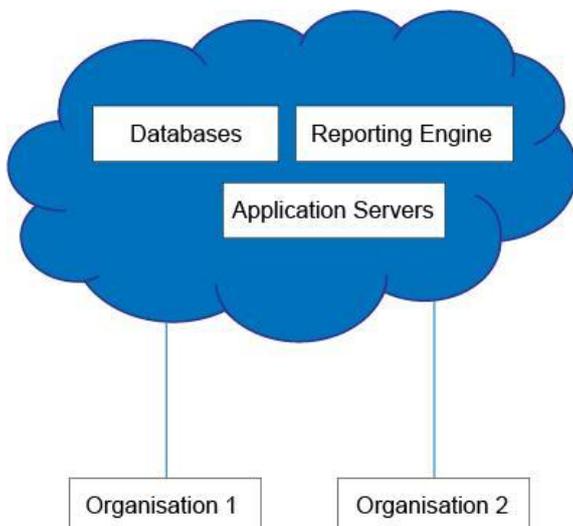
Select the correct answer.

- A
- B
- C
- D

[1]

### Question 4

Which cloud model is shown in the diagram below?



Select the correct answer.

- A
- B
- C
- D

[1]

## Question 5

There are several ways that a cloud solution can be hosted.

- 1 By a cloud vendor.
- 2 By a third party.
- 3 On premises.
- 4 Remote location.

Select the correct answer that shows the hosting solutions that are available for a private cloud.

- A
- B
- C
- D

[1]

## Question 6

Read the following statement and select if it is **true** or **false**.

A customer's cloud service must be hosted off-site.

[1]

## Question 7

Which of the following suite of software is required to operate a private cloud?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 8

Which **three** statements **best** describe why a start-up business with little capital would benefit from cloud technology?

Select **three** statements.

- A
- B
- C
- D
- E
- F

[1]

## Question 9

Which of the following is a reason why a small business would benefit from cloud technology?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 10

Read the following statement and select if it is **true** or **false**.

One reason why organisations would benefit from cloud technology is because it allows flexibility when business growth is uncertain.

[1]

## Question 11

Which of the following would **not** benefit from cloud technology?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 12

Which statements from the list below are reasons why sensitive information should **not** be stored in a cloud environment?

Select **all** the statements that apply.

- A
- B
- C
- D

[1]

## Question 13

Read the following statement and select if it is **true** or **false**.

A lack of staff willingness to change can prevent an organisation from benefitting from cloud technology.

True

False

[1]

## Question 14

A company is writing a job description for a new member of the support desk staff.

The following roles and responsibilities have been suggested:

- 1 Assist users during transfer to cloud services.
- 2 Manage incidents.
- 3 Monitor cloud resources.
- 4 Provide client support.

Select the correct answer that shows the roles and responsibilities that should be included in the job description.

A 1, 2 and 3

B 1, 2 and 4

C 2, 3 and 4

D 1, 2, 3 and 4

[1]

### Question 15

Read the following statement and select if it is **true** or **false**.

For a user there should be no difference between using an application that has been outsourced or one that is hosted using cloud services.

True

False

[1]

### Question 16

Read the following statements about elasticity and scalability.

Drag each statement (A-E), into the appropriate drop zone to indicate whether it could apply to **either** elasticity, scalability **or** both.

Options

C. Matches resources allocated with resources needed      A. Can add and remove resources as required

D. Resources required are more likely to be pre-planned      E. Used for sudden and unanticipated demand

B. Can be granular and targeted in nature

Elasticity

Scalability

Both

[1]

## Question 17

Which of the following is a variable cost for a business when using cloud services?

Select the correct answer.

- A Building rent.
- B Employee salaries.
- C Paying for provisioned resources whether or not they are used.
- D Storage used.

[1]

## Question 18

An organisation has a large workforce of employees who work remotely.

What would be an advantage to the organisation of using cloud services for application distribution?

Select the correct answer.

- A Application distribution can be controlled by having the users physically visit an office.
- B Applications can be distributed to users over the internet.
- C Applications can only be run over the cloud and not installed locally, increasing control.
- D Users do not have to be connected to the internet to install the applications.

[1]

## Question 19

One benefit of moving to cloud services is that up-front capital expenditure is minimised.

Which **three** capital costs are minimised by moving to cloud technology?

- A
- B
- C
- D
- E

[1]

## Question 20

Read the following statement and select if it is **true** or **false**.

Cloud technology enhances business value because variable operating costs are predictable.

- 
- 

[1]

## Question 21

Which of the following enhances business value when using cloud technology?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 22

Which of the following increases the availability of data?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 23

A company has been given a list of statements about cloud service models.

- 1 Consideration of the commissioning of hardware and software is not required.
- 2 Consideration of the procurement of hardware and software is not required.
- 3 Deployment is on demand.
- 4 Reduces reliance on internal technical skills..

Select the correct answer that shows **all** the benefits of cloud service models.

A 1, 2 and 3

B 1, 2 and 4

C 2, 3 and 4

D 1, 2, 3 and 4

[1]

## Question 24

Which of the following are features in a simplified user interface?

Select **all** the statements that apply.

A Contextualised menus for the task.

B Icons only, no text.

C Shortcuts based on the first letter of the menu option.

D The colour scheme matches the corporate one.

E Unimportant features are removed.

[1]

### Question 25

Read the following statement about the business benefits of different cloud service models.

Select the missing words from the drop down list to complete the statement.

The  is designed around the  of users (  service models enable user  provision).

[1]

### Question 26

Drag the cloud service model from the drag options to the appropriate example in the drop zone below.

Options

Communication-as-a-Service

Software-as-a-Service

Platform-as-a-Service

Google App engine

Google Voice

Zoho



[1]

## Question 27

SalesForce.com is an example of which type of cloud service model?

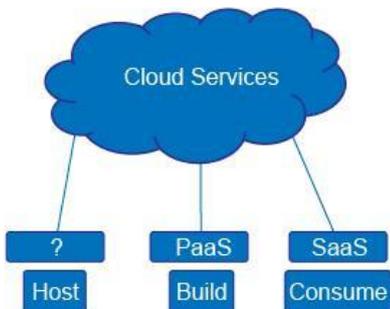
Select the correct answer.

- A
- B
- C
- D

[1]

## Question 28

Which cloud service model would be represented by the host in the diagram below?



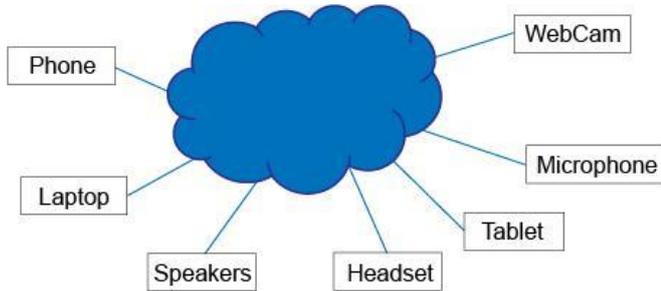
Select the correct answer.

- A
- B
- C
- D

[1]

## Question 29

Which cloud service is shown in the diagram below?



Select the correct answer.

- A
- B
- C
- D

[1]

## Question 30

In XaaS, what does the X stand for?

Select the correct answer.

- A
- B
- C
- D

[1]

### Question 31

Read the following responsibilities for an IaaS cloud service model.

Drag each responsibility (A-E), into the appropriate drop zone to indicate whether it could apply to **either** the cloud vendor **or** the organisation on an IaaS service model.

Options

D. Underlying hardware

E. Virtual server creation

C. Physical data centre infrastructure

A. Deploying updates

B. Managing the cloud infrastructure

Cloud Vendor

Organisation

[1]

### Question 32

In PaaS who is responsible for deploying the services?

Select the correct answer.

- A
- B
- C
- D

[1]

### Question 33

Under which cloud service model does the organisation consume as is?

Select the correct answer.

- A
- B
- C
- D

[1]

### Question 34

Which **three** of the following are required to provision a virtual server?

Select **three** options.

- A
- B
- C
- D
- E

[1]

## Question 35

Which of the following need project management skills to deliver the transition from using traditional IT to cloud services?

Select **all** the options that apply.

- A  Capacity Planner
- B  Cloud Architect
- C  Cloud Service Manager
- D  Database Manager
- E  Vendor Manager

[1]

## Question 36

Which role requires an understanding of Service Level Agreements (SLAs) and contract negotiations?

Select the correct answer.

- A  Capacity Planner
- B  Cloud Management
- C  Cloud Service Manager
- D  Vendor Manager

[1]

### Question 37

Read the following statement about the skills required for data integration.

Select the missing words from the drop down list to complete the statement.

Data integration requires  level skills to take data from  sources and consolidate them into one .

[1]

### Question 38

Read the following roles that are required to support a cloud model.

Drag each role (**A-D**), into the appropriate drop zone to indicate whether the role could have skills related to **either** vendor management, business and financial **or** both.

Options

A. Capacity Planner

D. Vendor Manager

B. Cloud Management

C. Cloud Service Manager

Vendor Management

Business and financial

Both

[1]

### Question 39

Who is responsible for security and compliance?

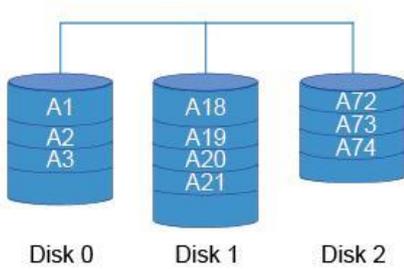
Select the correct answer.

- A
- B
- C
- D

[1]

### Question 40

What type of storage is shown in the diagram below?



Select the correct answer.

- A
- B
- C
- D

[1]

### Question 41

Read the following features of networking hardware.

Drag each feature (A-E), into the appropriate drop zone to indicate whether it could relate to **either** a switch **or** a router.

Options

E. Works on the data link layer of the OSI model   C. Connects networks   A. Can perform NAT   D. Stores IP addresses

B. Connects endpoint devices

Switch

Router

[1]

### Question 42

Drag each type of software from the drag options to the appropriate example in the drop zone below.

Options

Application   Operating system   Database

Linux

MySql

Web browser

[1]

## Question 43

Read the following statement about virtualisation.

Select the missing words from the drop down list to complete the statement.

Virtualisation is the process of creating an  layer over computer hardware that allows the  elements such as the processors, memory and storage of a  computer to be shared between multiple virtual computers.

[1]

## Question 44

Which **three** statements best describe the benefits of orchestration?

Select **three** statements.

- A  Allows increased reliability and fault tolerance.
- B  Allows organisation to meet unexpected demand.
- C  Automatically applies policies for governance and security.
- D  Eliminates over-provisioning.
- E  Simplifies data integrations.

[1]

### Question 45

Read the following statement and select if it is **true** or **false**.

If the cooling system in the data centre fails, then the computers will continue to function on backup until it can be repaired.

True

False

[1]

### Question 46

Read the following features of cloud storage services.

Drag each feature (**A-E**), into the appropriate drop zone to indicate whether it could relate to **either** corporate cloud storage, consumer cloud storage **or** both.

Options

D. Has the larger storage capacity
A. Admin options
C. Cheaper per GB
B. Allows multiple users

E. Scalable on demand

Corporate

Consumer

Both

[1]

## Question 47

Read the following statement and select if it is **true** or **false**.

All cloud providers have their own productivity suite.

True

False

[1]

## Question 48

Where would the permission level of **none** be used?

Select the correct answer.

A The default permission if the user account has not been configured.

B Where the user account can access their own files.

C Where the user account can view the filename but not the contents.

D Where the user account has been deleted.

[1]

## Question 49

Who can access a file marked with the **public** permission level?

Select the correct answer.

- A
- B
- C
- D

[1]

## Question 50

Which file permissions below are part of **shared** permission level?

Select **all** the permissions that apply.

- A
- B
- C
- D

[1]

## Question 51

Which of the following cloud services would cause data duplication?

Select the correct answer.

- A Archiving a file.
- B Forwarding an email.
- C Placing a file in quarantine.
- D Sending an email.

[1]

## Question 52

Which of the following is **not** an advantage of using a command line interface (CLI) to migrate in-house data to a cloud-based service?

Select the correct answer.

- A It can be automated.
- B It is repeatable.
- C It requires expertise.
- D It uses fewer system resources.

[1]

## Question 53

When would a change to a cloud data centre hosting have an impact on regulatory requirements?

Select the correct answer.

- A  If the data is stored by a different company in the same data centre.
- B  If the data is stored in a country with similar data protection laws.
- C  If the data is stored in a data centre in a non-EU country.
- D  If the data is stored in a data centre in an EU country.

[1]

## Question 54

Which statements from the list below are considerations for adopting cloud services?

Select **all** the statements that apply.

- A  The cloud vendor has a guaranteed uptime.
- B  The cloud vendor has an established track record.
- C  The cloud vendor is the cheapest provider.
- D  The cloud vendor is the only vendor in the data centre.

[1]

## Question 55

Performance metrics are an important aspect when considering adopting a cloud model.

The groups below are allowed access by different vendors.

- 1 The business adopting a cloud model.
- 2 The cloud vendor.
- 3 The customers of a business.
- 4 The network provider.

Select the correct answer that shows which groups should be able to access the performance metrics.

- A
- B
- C
- D

**[1]**

## Question 56

A cloud readiness assessment is carried out prior to going all-in to a cloud service.

Drag and drop the steps followed to conduct a cloud readiness assessment, into the correct order.

Options

Modify any technical and financial elements to enable adoption

Set up a pilot programme

Review results from pilot

Identify cloud service opportunities based on business needs

1

2

3

4

[1]

## Question 57

Which of the following is a role of the IT department when choosing cloud services?

Select the correct answer.

A To advise on application lifecycle.

B To advise on data protection.

C To advise on interface design.

D To advise on user requirements.

[1]

## Question 58

Which of the following would be included in the Service Level Agreement (SLA)?

Select the correct answer.

- A Responsibilities of the company's technical department as part of the data migration.
- B Responsibilities of the customer and the service provider.
- C The capacity of the backup provision.
- D Which company provides the network connection to the data centre.

[1]

## Question 59

What does **availability** mean when included in a Service Level Agreement (SLA)?

Select the correct answer.

- A How often the application should be available.
- B When the application can be accessed.
- C When the network is available so the application can be accessed.
- D Who can access the application.

[1]

## Question 60

Read the following statement and select if it is **true** or **false**.

Dispute resolution procedures are included as part of a Service Level Agreement (SLA) so that the financial penalties for breaching a performance metric can immediately be applied to the contract.

True

False

[1]

## Question 61

Which of the following best describes **multitenancy** when included in a Service Level Agreement (SLA)?

Select the correct answer.

A A data centre stores data for more than one cloud vendor.

B A single software instance serves multiple groups.

C A virtualised server runs many instances of software with each serving a single group.

D Each customer has access to multiple instances of the software.

[1]

## Question 62

Why is it important that a cloud Service Level Agreement (SLA) includes data breach notifications?

Select the correct answer.

- A It is a legal requirement where the cloud provider is acting as a data processor.
- B So that customers can be informed about every data breach.
- C So that the company knows how good the cloud provider's security is when deciding if to renew the contract.
- D So that there is no doubt about whose responsibility it is to notify the ICO.

[1]

## Question 63

Who owns a companies' data when it is transferred to a cloud provider?

Select the correct answer.

- A No one
- B The cloud provider
- C The company
- D The customer

[1]

## Question 64

How does the Data Protection Act affect where the data is stored?

Select the correct answer.

- A Data can only be stored in countries that comply with the EEA data protection requirements.
- B Data can only be stored in countries that have a Data Protection Act.
- C Data Protection does not apply to UK companies if the data is processed in another country.
- D Different countries have different requirements for the storage of data.

[1]

## Question 65

Read the following statement and select if it is **true** or **false**.

Data can only be transferred to countries that have signed up to the Safe Harbour scheme.

True

False

[1]

## Question 66

Which of the following provisions of the Computer Misuse Act does **not** apply to cloud services?

Select the correct answer.

- A Making, supplying or obtaining material.
- B Unauthorised access to computer material.
- C Unauthorised access with intent to commit a crime.
- D Unauthorised modification of computer material.

[1]

## Question 67

A company requires a new user account to be created and given access to its cloud based services.

Drag and drop the steps followed to create a new user's account, into the correct order.

Options

Allocate user permissions

Identify the domain for the user account

Select account type for user

Create user account

1

2

3

4

[1]

## Question 68

What is **bandwidth**?

Select the correct answer.

- A How fast data travels through a cable.
- B Maximum capacity of a network link.
- C The different types of cable and how much data they can carry.
- D The different types of data that can be carried in a given time.

[1]

## Question 69

One of the risks to data stored in the cloud is hacking.

Select **all** the statements below which are examples of hacking.

- A Guessing a password.
- B Leaving a computer screen unlocked.
- C Malware distribution.
- D Plugging in a USB memory stick.

[1]

## Question 70

What does **ubiquitous access** to cloud services mean?

Select the correct answer.

- A  Anyone can access them.
- B  Only certain users can access them.
- C  They are accessible from certain locations.
- D  They are widely accessible.

**[1]**

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Access the courses **anytime, anywhere and at your own pace**. You can also revisit the courses as many times as you need.

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The subject-specific courses are tailored for each qualification that has non-exam assessment (NEA) units, except for AS Level and Entry Level. They cover the following topics:

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