

Examiners' report

CAMBRIDGE TECHNICALS LEVEL 3 (2016)

IT

OCR Level 3 Cambridge Technical in IT

Certificate: 05838

Extended Certificate: 05839

Introductory Diploma: 05840

Foundation Diploma: 05841

Diploma: 05842

Extended Diploma: 05877

Unit CC Summer 2025 series

Contents

Introduction	3
Unit CC series overview	4
General comments on the paper	4
Learning outcome 1: Questions 1-14, 69	5
Learning outcome 2: Questions 15-25	5
Learning outcome 3: Questions 26-45, 70	5
Learning outcome 4: Questions 46-52	5
Learning outcome 5: Questions 53-63	5
Learning outcome 6: Questions 64	5
Learning outcome 7: Questions 65-68	5
Appendix 1 Questions	6

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

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 the hardest.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
Correctly answered questions for the following teaching content: • 1.3 Types of organisation that would benefit • 1.4 Types of organisation that may not benefit from cloud technology • 4.3 Permission levels • 5.1 Considerations for adopting cloud services • 6.1 Data transference.	Found the following teaching content challenging: • 1.1 Cloud technology characteristics and terms • 1.5 Organisational roles and responsibilities when using cloud technology • 2.1 Similarities and differences between cloud technology and outsourcing • 2.2 Business considerations when implementing cloud services • 3.3 Organisations' internal skills requirements to support their cloud model (SaaS, PaaS, IaaS) • 3.4 Technology that make cloud services possible.

Learning outcome 1: Questions 1-14, 69

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 3-5, 8-13, 69 and very few candidates achieving marks for Questions 1-2, 6-7 and 14. In particular, students found Question 7 challenging.

Learning outcome 2: Questions 15-25

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on Questions 16, 19-24 for this LO particularly Question 20, but found Questions 15, 17-18 and 25 challenging.

Learning outcome 3: Questions 26-45, 70

LO3 requires candidates to understand the requirements of cloud services. Questions for this learning outcome that presented difficulties for candidates were Questions 35, 37-38, 42, 44 and 70. Candidates did well on Questions 29, 32, 39-40 and 43.

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 52 were the least successful.

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 very well.

Learning outcome 6: Questions 64

LO6 requires candidates to know the regulatory issues that impact cloud technology. There was one question which targeted this learning outcome which was answered well.

Learning outcome 7: Questions 65-68

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. Of the four questions addressing this learning outcome, candidates were most successful with Question 65 and Question 67. Question 66 presented difficulties for candidates.

Appendix 1 Questions

Question 1

Select the statements from the list below which define a cloud service as having ubiquitous access.

Select **all** the statements that apply.

- A
- B
- C
- D

[1]

Question 2

Which of the following would be classified as rapid deployment?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 3

When would an organisation use cloud bursting?

Select the correct answer.

- A
- B
- C
- D

[1]

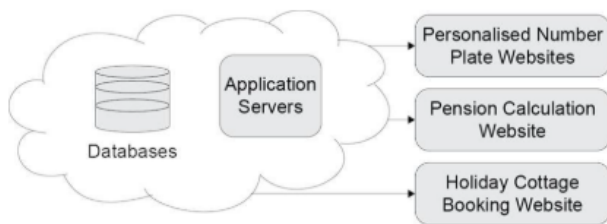
Question 4

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

Minimal management effort means that managers do not need to work as long hours.

[1]

Question 5



Which cloud model is shown in the diagram?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 6

Below is a list of the possible reasons why a community cloud could be used.

1. All financial companies will use the same services.
2. The community cloud will provide services that the financial companies had not thought they needed.
3. The cost of services can be split amongst all the financial companies.
4. They can also use a private cloud to host sensitive data.

Select the correct answer that shows all the **advantages** to a financial company of using a community cloud.

- A
- B
- C
- D

[1]

Question 7

Read the following list of cloud models.

Each cloud model could be located **either** on premises **or** off premises **or** both.

Drag each model from the options (A–D) into the appropriate drop zone to indicate whether it could apply to **either** on premises **or** off premises **or** both.

Options

B. Hybrid

D. Public

A. Community

C. Private

On premises

Off premises

Both

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[1]

Question 8

Which **three** statements **best** describe why a marketing agency would benefit from using cloud technology?

Select **three** statements.

- A ☐ It allows access to services anytime, anywhere.
- B ☐ It allows the ability to respond to trends.
- C ☐ It requires decreased capital expenditure.
- D ☐ The customer information needs to be secure as it is sensitive.
- E ☐ There is a perceived lack of technical knowhow in the industry.

[1]

Question 9

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

Only organisations which do seasonal work will benefit from the use of cloud technology.

☐ True

☐ False

[1]

Question 10

Read the following paragraph about the reasons why organisations would benefit from cloud technology.

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

The organisation would benefit from cloud technology if it was born and so has no premises on which to host IT .

[1]

Question 11

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

Select the correct answer.

- A Health service
- B Online retail
- C Pop-up Christmas shop
- D Small business

[1]

Question 12

Which of the following is a reason why an organisation may **not** benefit from cloud technology?

Select the correct answer.

- A The organisation has a lack of capital.
- B The organisation has a varying user population.
- C There is potential for disclosure of customer data.
- D They need to be flexible as business growth is uncertain.

[1]

Question 13

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

Organisations which have considerably invested in their own traditional IT infrastructure are not likely to want to move to cloud technology.

True

False

[1]

Question 14

Which of the following groups is responsible for monitoring and managing cloud resources?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 15

Read the following list of resources that need to be considered when an organisation is outsourcing their infrastructure.

Drag each resource from the options (A–E) into the appropriate drop zone to indicate whether it could be **either** owned **or** not owned by the organisation.

Options

A. Laptop

B. Platform

D. Server

E. Technician

C. Router

Owned

Not owned

[1]

Question 16

The steps followed to outsource an organisation's processing are shown below.

Drag and drop the steps into the correct order (zone 1 is the first step).

Options

The organisation decides which element of its processing is to be outsourced.

The processing company is given access to the data.

Different processing companies are looked at and one is selected.

Contracts are signed.

1

2

3

4

[1]

Question 17

Which **two** statements **best** describe why a company needs to consider security when implementing cloud services?

Select **two** statements.

A All their competitors have security.

B Customers will not sign up if their data is not protected.

C Employees will report the lack of security to the press.

D It will improve the company's reputation.

E There is a legal obligation.

[1]

Question 18

Which **two** statements **best** describe the benefits of hardware independence?

Select **two** statements.

A Any platform can be used to run the software.

B Expertise in a single platform becomes transferable.

C There are no hardware/software incompatibility issues.

D Virtual servers can be moved to a new host.

[1]

Question 19

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

It is very difficult to accurately predict how much cloud services will cost annually because most of the costs are variable.

True

False

[1]

Question 20

Which of the following statements **best** describes data integrity?

Select the correct answer.

- A Data integrity is keeping the data secure.
- B Data integrity keeps the data confidential.
- C Data integrity maintains the consistency and accuracy of data.
- D Data integrity makes sure that data is available.

[1]

Question 21

Select all the statements from the list which show how cloud technology enhances business value.

Select **all** the statements that apply.

- A ☐ Increases the ability to monitor access
- B ☐ Increases the ability to monitor data usage
- C ☐ Increases the amount of capital expenditure required
- D ☐ Increases the integrity risks

[1]

Question 22

Which of the following do developers **not** need to worry about when using a cloud service model?

Select the correct answer.

- A ☐ The amount of data being transferred
- B ☐ The client requirements
- C ☐ The platform being used
- D ☐ The subscription cost of the app being developed

[1]

Question 23

Which **two** of the following do **not** need considering when using cloud service technology?

Select **two** statements.

- A
- B
- C
- D

[1]

Question 24

Which of the following is a **benefit** of cloud service models?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 25

Which of the following needs to be considered when determining which platform to adopt?

Select the correct answer.

- A Availability of internal technical skills
- B Provision of self-dash service model
- C Speed of internal development
- D Type of deployment models supported

[1]

Question 26

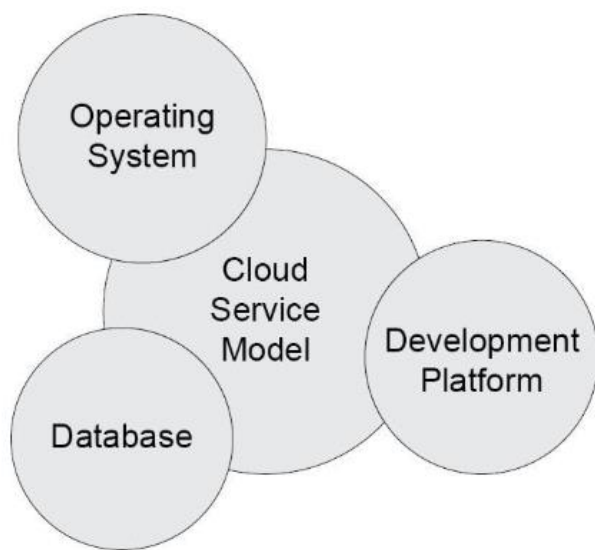
Which of the following is a definition of Software as a Service (SaaS)?

Select the correct answer.

- A Complete development environment in the cloud
- B Offers computing, storage and networking resources on demand
- C Software is accessed on the web rather than installed locally
- D Unifies apps and services used for communication onto a single cloud platform

[1]

Question 27

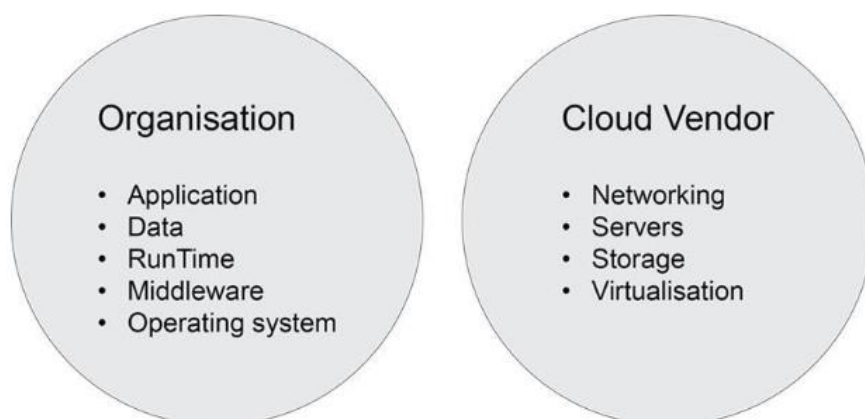


Which cloud service model is shown in the diagram?

- A
- B
- C
- D

[1]

Question 28



Which cloud service model is shown in the diagram?

- A
- B
- C
- D

[1]

Question 29

Which of the following is **not** part of CaaS?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 30

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

If a cloud service model does not fit into IaaS, PaaS, or SaaS then it must be XaaS.

True

False

[1]

Question 31

Depending on the cloud service model adopted, cloud providers and organisations have different accountabilities and responsibilities.

Some of them are shown below.

1. Deploying the application
2. Deploying updates
3. Managing cloud infrastructure
4. Virtual server creation

Select the correct answer that shows the accountabilities **and** responsibilities of the cloud provider based on the IaaS cloud service model.

A 1, 2 and 3

B 1, 2, 3 and 4

C 1, 3 and 4

D 2, 3 and 4

[1]

Question 32

Which cloud service model provides the platform to develop on?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 33

Which cloud service model provides the applications and services that the organisation consumes 'as is'?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 34

Which of the following internal organisational skills is required to move away from installing to provisioning?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 35

Drag the appropriate skill from the drag options to the relevant internal organisational skill statement in the drop zone below.

Options

Consolidates data sources.

Provides initial set of information to create service.

Delivers the transition to cloud services.

Data integration

Project management

Technical

[1]

Question 36

Which of the following internal organisational skills are required to understand a Service Level Agreement (SLA)?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 37

Consolidating data into one big dataset results in big data.

Select **all** the statements below which apply to big data stored on the cloud.

- A
- B
- C
- D

[1]

Question 38

Which of the following internal organisational skills is the lifeblood of how to use the cloud?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 39

Which of the following internal organisational skills should all staff have?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 40

Drag the purpose from the drag options to the relevant hardware component in the drop zone below.

Options

Holds open applications and data in use.

Stores data persistently.

Performs basic operations of the system.

CPU

RAM

SSD

[1]

Question 41

Some possible reasons why networking is required to support cloud services are given below.

1. Allows cloud availability
2. Allows resource sharing
3. Connects devices together
4. Enables communication

Select the correct answer that shows how networking supports cloud services.

- A

1, 2 and 3
- B

1, 2, 3 and 4
- C

1, 3 and 4
- D

2, 3 and 4

[1]

Question 42

A company has been given a list of software that it may need to enable cloud operation.

1. Applications
2. Authentication
3. Database
4. Operating system

Select the correct answer that shows the software that the company would require to enable cloud operation.

- A
- B
- C
- D

[1]

Question 43

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

A hypervisor is a layer of software installed on a server that allows virtual machines to be installed on top of it.

[1]

Question 44

What is the purpose of orchestration?

Select the correct answer.

A To allow all components to operate seamlessly

B To allow tasks to be repeated

C To enable scale and growth of services

D To ensure continuation of service

[1]

Question 45

If data centres are **not** powered appropriately, which of the following is likely to occur?

Select **all** the statements that apply.

A The hardware supporting the cloud service will get too cold.

B The hardware supporting the cloud service will get too hot.

C The hardware supporting the cloud service will stop functioning.

D The hardware supporting the cloud service will use its internal fans to regulate its own temperature.

[1]

Question 46

The steps followed to create and set up a consumer cloud storage solution are shown below.

Drag and drop the steps into the correct order (zone 1 is the first step).

Options

Select folders to synchronise.

Set up account with online provider.

Link software to online account.

Download and install software.

1

2

3

4

[1]

Question 47

How is a file edited when the cloud vendor storage service is integrated with their SaaS productivity suite?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 48

Who has access to files if the permission level is set to **private**?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 49

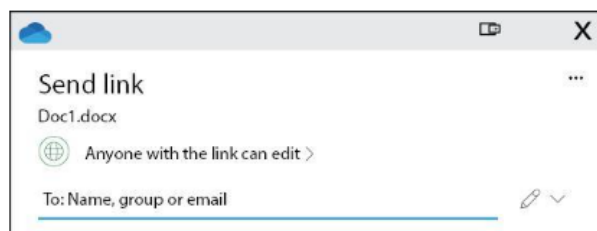
Who has access to files if the permission level is set to **public**?

Select the correct answer.

- A
- B
- C
- D

[1]

Question 50



Which file access permission is being created in the image?

- A
- B
- C
- D

[1]

Question 51

Which task would result in data deduplication?

Select the correct answer.

A Archiving of data

B Backing up of data

C Forwarding emails

D Versioning

[1]

Question 52

The steps followed to use the Azure import service are shown below.

Drag and drop the steps into the correct order (zone 1 is the first step).

Options

Send the disk drives to the shipping address provided.

Create an import job in your storage account in Azure with drive details.

Copy the data to the disk drives and encrypt it.

Identify the data to be imported and the number of drives needed.

1



2



3



4



[1]

Question 53

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

Not all cloud services are appropriate for every organisation.

True

False

[1]

Question 54

Which of the following should be a consideration for adopting cloud services?

Select the correct answer.

- A The cloud vendor is based in the UK.
- B The cloud vendor is using the most up to date encryption.
- C The cloud vendor offers all different types of service model.
- D There is an exit plan if the cloud vendor fails to uphold the contract.

[1]

Question 55

Why is a pilot program required as part of a cloud readiness assessment?

Select the correct answer.

- A To make sure that the cloud service can deliver the required outcomes
- B To make sure that the cloud service meets its legal obligations
- C To make sure that the files can be accessed online
- D To make sure that the users can access the cloud services

[1]

Question 56

As part of a cloud readiness assessment, why would a company modify its financial planning model?

Select the correct answer.

- A To alter the model from mainly capital to operating costs
- B To make sure it can afford the cloud services
- C To make sure that the operating costs are not excessive
- D To pay off any outstanding capital server costs

[1]

Question 57

Which of the following best defines the term **quality of service** when choosing cloud services?

Select the correct answer.

- A The maximum bandwidth that the customer can expect as an average per month
- B The measurement of the average CPU performance
- C The measurement of the overall performance of a service
- D The reliability of the service provided

[1]

Question 58

Which key indicator would be included in the monitoring and reporting section of a Service Level Agreement (SLA)?

Select the correct answer.

- A Concurrency statistics of the bandwidth
- B Network breaches
- C Number of virtual machines on each host
- D Service availability

[1]

Question 59

Why is a change control process necessary as part of a Service Level Agreement (SLA)?

Select the correct answer.

- A So all parties can make suggestions for changes
- B So only changes that benefit all parties are approved
- C So that all parties are aware of the changes
- D So that changes are agreed by all parties

[1]

Question 60

A Service Level Agreement (SLA) includes disaster process recovery notification.

A list of actions is given below.

1. Estimate time for restoring servers and/or data.
2. Identify third parties used for disaster recovery.
3. Identify the provisions in place to avoid the disaster.
4. Inform customers of the disaster.

Select the correct answer that shows which actions should be part of the disaster process recovery notification.

- A 1, 2 and 3
- B 1, 2, 3 and 4
- C 1, 3 and 4
- D 2, 3 and 4

[1]

Question 61

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

Select the correct answer.

A Application upgrade timeline

B Data release notification

C Power outage notification

D Server operating system

[1]

Question 62

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

The agreement by which data can be transferred to the United States is known as Safe Port.

True

False

[1]

Question 63

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

The Privacy and Electronic Communication Regulations (PECR) apply to an organisation even if it is not processing personal data.

True

False

[1]

Question 64

Which of the following is **not** covered by the Official Secrets Act?

Select the correct answer.

A Defence

B Intelligence

C Politics

D Security

[1]

Question 65

What is Single-Sign-On (SSO)?

Select the correct answer.

- A Once signed in, all linked accounts are automatically also signed into.
- B The identity of the user is authenticated against a single username and password.
- C The same username and password can be used across multiple accounts.
- D The user only needs to remember one password.

[1]

Question 66

Read the following paragraph about accidental exposure of data.

Select the missing words from the drop down list in the paragraph below.

Accidental exposure can be based on error. In a environment, this could be a bug allowing access to the user of another system on the same shared .

[1]

Question 67

Why is data segregated in a multitenancy environment?

Select the correct answer.

- A To allow policies to be created and applied to individual data sets
- B To improve the data access times when data is stored across multiple disks
- C To increase the speed of searching of data
- D To reduce disk thrashing

[1]

Question 68

Which of the following is a security difference between cloud models?

Select the correct answer.

- A Application-based security boundaries
- B Memory leakage isolation
- C Network isolation
- D Segregated network segmentation

[1]

Question 69

Read the following list of cloud functionalities.

Drag each functionality from the options (**A–D**) into the appropriate drop zone to indicate whether it could apply to **either** a private cloud **or** a public cloud **or** both.

Options

C. Used by a specific organisation

B. Hosted by a cloud vendor

A. Hosted at the organisations' premises

D. Used by multiple organisations

Private cloud

Public cloud

Both

[1]

Question 70

Read the following list of cloud security methods.

Drag each method from the options (**A–E**) into the appropriate drop zone to indicate whether it could apply to **either** authorisation **or** authentication.

Options

B. FaceID

C. Job Role

D. Password

E. Username

A. Certificates

Authorisation

Authentication

[1]

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