



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education
Advanced Subsidiary Level and Advanced Level

CANDIDATE
NAME

CENTRE
NUMBER

--	--	--	--	--

CANDIDATE
NUMBER

--	--	--	--

* 8 7 0 8 4 3 2 1 4 6 *

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

9713/01

Paper 1

May/June 2008

1 hour and 15 minutes

Candidates answer on the Question Paper.

No additional materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

Do not use staples, paper clips, highlighters, glue or correction fluid.

You may use a pencil for any diagrams, graphs or rough working.

DO NOT WRITE IN ANY BARCODES

Answer **all** questions.

The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **11** printed pages and **1** blank page.



Scenario 1**Questions 1 and 2**

Alexandria Regional Bank is a small bank with three branches. However, it wants to introduce an on-line banking system using the Internet. In order to ensure that the system will work effectively it has employed the services of a systems analyst. The analyst will investigate the current methods of carrying out transactions.

At the moment, all paying in slips and cheques are gathered together in the course of the day and are then batch processed overnight. Many customers pay their bills by writing a cheque together with the invoice which is similar to a paying in slip. Sometimes customers call in or phone the branch to find out the balance on their account. Statements are only sent to customers at the end of each month.

Scenario 2**Questions 3 and 4**

Maharashtra fashions is a very large mail order catalogue company which sells a variety of clothes. When the company was first formed by Vikram Jain he used to buy small quantities of clothes and then sell them by mail order. He advertised in local newspapers to attract customers. Before long he employed staff to keep records of all their stock in folders.

Vikram has decided to computerise the company operations. He has employed a systems analyst who has completed the Analysis stage. One of the recommendations of the systems analyst was that the payroll system at the company should also be computerised.

Vikram is also going to open a call centre so that customers can phone in their orders. He will need to buy hardware and software to set up his call centre. This will be needed to link all the operators to the main computer system.

Vikram has decided to employ a new worker, Ashray, to create a web page to advertise these new developments.

Vikram will also have his own computer and he will run business software on it.

Scenario 3**Question 5**

John is a travelling salesman. When he first started his job, he used to take with him a road atlas to find his way to the companies he was visiting. He kept a book diary for his appointments together with a section for writing down phone numbers. If he was delayed in traffic he was unable to contact the company he was visiting to inform them he was going to be late. This meant he often missed appointments.

After visiting companies he would go back to his hotel and write a report in a book he kept for that purpose. He was often frustrated by not being able to find out much information about the company before his visit. As a result he was often unprepared for his visit.

He likes music and had a portable cassette player with headphones which he would listen to when not at work.

Refer to scenario 1 when answering questions 1 and 2

For
Examiner's
Use

1 (a) Describe **three** methods a systems analyst would use to research the way the bank currently operates.

.....
.....
.....
.....
.....
..... [3]

(b) Describe how data would be stored in the current system of batch processing.

.....
.....
.....
..... [2]

(c) Describe how data will be stored once the on-line banking system is introduced.

.....
.....
.....
..... [2]

(d) Describe the equipment a bank customer will need if they are going to use the new on-line banking system.

.....
.....
.....
..... [2]

(e) Some customers are worried that they will have to type in their bank account details. Discuss why you think this will be a problem or not.

*For
Examiner's
Use*

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [4]

- 2 (a) Describe the effects that the introduction of the new system will have on the people who work at the bank in terms of employment and working patterns.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [4]

- (b) Explain what responsibilities the bank has with regard to its customers and the data they will store about them. Discuss the types of security measure it will need to introduce.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [6]

(c) Describe the outputs of the payroll system.

.....
.....
.....
.....
.....
.....
.....
.....
..... [4]

For
Examiner's
Use

(d) The new system will need to be implemented. Compare and contrast the different methods of implementation that the company could use.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
..... [6]

(e) After the system has been implemented it will need to be evaluated. Describe how the new system will be evaluated and how the results of this evaluation will be used.

*For
Examiner's
Use*

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [4]

BLANK PAGE

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

University of Cambridge International Examinations is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.