



Rewarding Learning

**ADVANCED**

General Certificate of Education

2019

Centre Number

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Candidate Number

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# Professional Business Services

Assessment Unit A2 1  
*assessing*  
 Technology in Business



APB11

**[APB11]**

**WEDNESDAY 29 MAY, MORNING**

## TIME

2 hours.

## INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.  
 Write your answers in the spaces provided in the question paper.  
 Answer **all six** questions.

## INFORMATION FOR CANDIDATES

The total mark for this paper is 90.  
 Quality of written communication will be assessed in Questions **3**, **4(b)**, **5** and **6**.  
 Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

## ADVICE TO CANDIDATES

You are advised to take account of the marks for each question in allocating the available examination time.  
 If you do not have sufficient space to complete your answers, you may use the additional pages at the back of the paper.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	

<b>Total Marks</b>	
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Answer **all six** questions

**1** Identify four areas where a business uses technology.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_ [4]

**2** Describe **one** main feature of the following IT systems used by Professional Business Services firms.

**(a)** Transaction Processing Systems (TPS)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [4]

**(b)** Management Information Systems (MIS)

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\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_ [4]

Examiner Only	
Marks	Remark

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**(Questions continue overleaf)**





















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**THIS IS THE END OF THE QUESTION PAPER**

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