

Thursday 17 January 2013 – Morning

**AS GCE
APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY**

G041/01 How Organisations Use ICT

Candidates answer on the Question Paper.

OCR supplied materials:

- Instructions for Candidates G041/01/IC (inserted)

Other materials required:

- Candidates pre-prepared materials for pre-release tasks 1, 2 and 3

Duration: 1 hour 30 minutes



| | | | |
|--------------------|--|-------------------|--|
| Candidate forename | | Candidate surname | |
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| Centre number | | | | | | Candidate number | | | | |
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INSTRUCTIONS TO CANDIDATES

- The Insert will be found in the centre of this document.
- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Attach your pre-prepared material for tasks 1–3.
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- This document consists of **12** pages. Any blank pages are indicated.

| For Examiner's Use | | Max |
|--------------------|--|-----|
| Task 2 | | 15 |
| Task 3 | | 15 |
| 1 | | 5 |
| 2 | | 5 |
| 3 | | 3 |
| 4 | | 9 |
| 5 | | 10 |
| 6 | | 10 |
| 7 | | 8 |
| 8 | | 10 |
| 9 | | 10 |
| Total | | 100 |

SECTION A

This section relates to the case study on Progress Blinds.

1 Sales is one job function in a showroom of Progress Blinds.

Identify the **other** job function in a showroom and describe **four** tasks carried out by this function.

Job function

Task 1

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Task 2

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Task 3

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Task 4

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[5]

2 Describe the role of a Branch Manager in Progress Blinds.

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[5]

3

3 The general public is one type of customer of Progress Blinds.

Identify **one** other type of customer and describe the process for ordering blinds.

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

4 Confirmed orders are entered in a sales order processing (SOP) system.

(a) (i) A button is one type of input method.

Identify **two** other input methods used.

1
2 [2]

(ii) For **each** input method identify **one** item of information about products that is input.

1
2 [2]

(b) The final output from the SOP system is an invoice.

Describe the **calculations** carried out by the SOP system to produce an invoice for the supply and installation of **one** blind to be fitted **outside** the recess.

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..... [5]

- 5 An ICT system is used by a salesperson to help customers choose the blind(s) they require before a quotation is created.

Describe **one** example of each of the following for this ICT system:

(i) hardware

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..... [2]

(ii) software

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..... [2]

(iii) input data

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

(iv) processing

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..... [2]

(v) output

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

6 The Sales and Marketing Director of Progress Blinds is concerned that the company's website is not being used to its full potential. One facility that could be introduced is e-commerce.

(a) Explain **two** other facilities the website could offer.

1

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2

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[4]

(b) Discuss the benefits and limitations of introducing e-commerce.

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[6]

7 The Operations Director is investigating the introduction of computer-aided manufacturing (CAM) to improve the company's ability to compete with other companies.

(a) Explain **two** benefits to Progress Blinds of introducing CAM.

1

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2

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[4]

(b) Explain **two** possible impacts on **employees** of introducing CAM.

1

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2

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[4]

SECTION B

You do not need the case study or your notes to answer these questions.

8 A company designs and sells suitcases and other items of luggage. The products are manufactured overseas. The company includes departments for research, and design and development

(a) Describe the possible role of each of these departments.

Research
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..... [3]

Design and development
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..... [3]

(b) Describe **one** output of the design process that would be needed by the manufacturer.

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..... [2]

(c) A new luggage design is protected by the Copyright, Designs and Patents Act (1988).

How does this benefit the company?

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

9 Most organisations use the internet. Larger organisations also use an intranet.

(a) Describe **two** differences between the internet and an intranet.

1
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2
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[4]

(b) Explain **two** ways in which an organisation might use an **intranet**.

1
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2
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[4]

(c) Explain **one disadvantage** to an organisation of using an intranet.

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[2]

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