



Friday 22 May 2015 – 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 inside 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 | | 3 |
| 2 | | 4 |
| 3 | | 6 |
| 4 | | 11 |
| 5 | | 10 |
| 6 | | 10 |
| 7 | | 6 |
| 8 | | 2 |
| 9 | | 4 |
| 10 | | 6 |
| 11 | | 8 |
| Total | | 100 |

SECTION A

This section relates to the case study on Best of Wood (BoW)

- 1 The Development Supervisor in BoW is responsible for two job functions. One of these job functions is design.

Identify the **other** job function that this supervisor is responsible for and describe **two** tasks carried out by this job function.

Job function

Task 1

.....

Task 2

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[3]

- 2 Describe the role of the Workshop Supervisor in BoW.

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[4]

3

- 3 When a salesperson visits a customer who wants a piece of bespoke furniture made, the salesperson creates a client brief.

(a) Explain the main purpose of the client brief.

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..... [2]

(b) Complete the table with an example of each type of information that would be included in the client brief.

| Type of Information | Example |
|------------------------------|---|
| Dimensions | Height (120 cm), width (90 cm), depth (60 cm) |
| Type of furniture | |
| Type of wood | |
| Type of finish | |
| Specific design requirements | |

[4]

4 The processing of orders is an important process in BoW.

(a) Most of the data required is keyed into a text box on the order input screen.

Identify **one** other method of inputting data and give the data input.

Method

Data [2]

(b) (i) Describe how the delivery charge is obtained.

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..... [2]

(ii) Describe the other **calculations** required to obtain the balance.

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..... [4]

(c) (i) Identify the output from the order processing system.

..... [1]

(ii) Describe the purpose of this output.

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..... [2]

5 Designers use an ICT system to create furniture designs for customers.

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

hardware

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..... [2]

software

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

input data

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

processing

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

output

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..... [2]

6

6 The owner and the Operations Manager want to update the system used for stock control in the warehouse.

(a) Explain **two** weaknesses of the current stock control system.

1
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2
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[4]

(b) Explain how the stock control system could be improved. You should include details of any equipment needed and how it would be used.

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[6]

- 7 The Sales and Marketing Manager wants to make better use of the company's website but is not convinced that e-commerce is appropriate for BoW.

Discuss the **specific** benefits and limitations of BoW introducing e-commerce and make a justified recommendation to the Sales and Marketing Manager.

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..... [6]

SECTION B

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

8 When goods are delivered, they are usually accompanied by a delivery note.

Give **two** items of information that would be included in a delivery note.

1

2

[2]

9 The Computer Misuse Act (1990) was introduced to allow the prosecution of hackers and people who transmit viruses.

(a) Explain why this Act allows the prosecution of these people.

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..... [2]

(b) Explain why it is sometimes difficult to prosecute these people.

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..... [2]

10 Describe the role of the (Human Resources) HR department in a large organisation.

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..... [6]

11 A sales representative spends most of the working week visiting customers.

(a) Identify **two** mobile devices the sales representative could use while travelling. For **each** device explain **one** benefit to the sales representative of its business use.

You must give a **different** benefit for each device.

Device 1

Benefit

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.....

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Device 2

Benefit

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..... [6]

(b) Explain **one** disadvantage to the sales representative of using mobile devices.

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..... [2]

END OF QUESTION PAPER

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