OXFORD CAMBRIDGE AND RSA EXAMINATIONS
LEVEL 1/2

R001/01

CAMBRIDGE NATIONAL IN ICT

Understanding Computer Systems

CASE STUDY

THURSDAY 6 JUNE 2013: Morning
DURATION: 1 hour
plus your additional time allowance

MODIFIED ENLARGED

INFORMATION TO CANDIDATES

- This is a clean copy of the Case Study which you should already have seen.

- You should refer to it when answering the examination questions which are printed in a separate booklet.

- You may <u>NOT</u> take your previous copy of the Case Study into the examination.

- You may <u>NOT</u> take notes into the examination.

- Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER/INVIGILATOR

- Do not send this Case Study for marking; it should be retained in the centre or recycled. Please contact OCR Copyright should you wish to re-use this document.

INFORMATION FOR LEARNERS

Online retailing is an increasingly popular method of buying goods. Products are bought from a website. Deliveries are made to the buyer's home, usually within a few days.

SCENARIO 1

Portland Games sells hardware and software for computer games. Most of its business is done through its website, although it does have a shop in the south of England.

Portland Games' website has three main sections which are described below:

a product showcase giving information about the latest hardware, games and accessories. This section is written by two people. One person is based in England and the other person is based in South Africa;

an online shop where customers can purchase hardware, games and accessories. Customers must create an account before they make their first purchase;

a help and support section which provides information on a range of topics including:

shopping securely online;

how the business complies with laws governing the use of personal data.

Portland Games is considering creating a community section, called The Game Hub, where customers create an online profile and connect with other members of the community.

SCENARIO 2

Express Packages Logistics (EPL) is a specialist delivery business. EPL delivers packages for a number of organisations, including Portland Games.

Each delivery driver uses a hand-held computer to record the status of each package. The hand-held computer has to connect with EPL's network so that data can be transferred. This hand-held computer also allows EPL to monitor the location of each van and its driver.

The hand-held computer includes the following features:

wireless and wired connectivity

touch screen input

mobile data (3G) and Global Positioning System (GPS) functionality

a barcode reader

a solid state drive

a hard-wearing rubber case.

Before attempting a delivery, EPL will send each customer an email informing them that they have an imminent delivery.

PREPARATION

To prepare for the examination you should research the use of ICT by online retailers and delivery organisations. Your research should include:

how customer information is entered onto websites using forms;

how customer information is stored and used by organisations like Portland Games;

the legal, moral and ethical implications for organisations like Portland Games of storing customer data and acting as a host for social networking activities;

a range of automated data capture technologies that delivery organisations can use to track the location of packages, delivery vans and delivery drivers;

how data can be transferred using wired and wireless methods and the security that is required to protect these methods;

methods that colleagues working in different geographical locations could use to help them communicate and collaborate on projects.

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