



Wednesday 14 May 2014 – Morning

LEVEL 1/2 CAMBRIDGE NATIONAL IN ICT

R001/01 Understanding Computer Systems

Candidates answer on the Question Paper.

OCR supplied materials:

- Clean Copy Case Study

Other materials required:

None

Duration: 1 hour



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- 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).
- 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 **60**.
- This document consists of **12** pages. Any blank pages are indicated.

SECTION A

The questions in this section are based on scenario 1 in the case study and your background research.

Answer **all** questions.

- 1 Each Cable Technician is given a smartphone that they use to communicate with customers and Jackie, the Office Controller.

- (a) Identify **two** input methods that the technicians can use to enter information onto a smartphone.

1

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2

.....

[2]

- (b) Identify **two** output devices that may be found on the technicians' smartphones.

1

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2

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[2]

- (c) The technicians can use their smartphones to make phone calls, send text messages and receive their work schedules.

Describe **two** other ways the technicians could use their smartphones to help them with their work.

1

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2

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[4]

3

2 Changes to work schedules are sent to each technician's smartphone.

(a) Identify **two** factors that will affect how quickly the updated work schedule is received by an individual smartphone.

1

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2

.....

[2]

(b) Explain **two** benefits to Cable Ties Ltd of distributing updated work schedules by sending them to each technician's smartphone.

1

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2

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[4]

[8]

5

- 4 Cable Ties Ltd requires each technician to sign an Acceptable Use Policy (AUP) before they are issued with their smartphone.

The AUP states that technicians are not allowed to download any Apps other than those included with the smartphone.

Explain **two** reasons why Cable Ties Ltd would **not** want technicians to download any other Apps to their smartphones.

1

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2

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[4]

5 Cable Ties Ltd collects and holds personal information about customers.

(a) One of the technicians has sold personal information about customers to an insurance company.

(i) Identify **three** items of data that could be sold.

1

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2

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3

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[3]

(ii) State **one** action that Cable Ties Ltd could take against a technician that has sold personal information about customers.

.....

..... [1]

(b) Cable Ties Ltd encrypts all personal data that it holds.

Explain why Cable Ties Ltd encrypts the personal data that it holds.

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..... [2]

SECTION B

The questions in this section are based on scenario 2 in the case study and your background research.

Answer **all** questions.

- 6** Jackie, the Office Controller, would like to monitor the amount of time Marcus spends on his visits. She is going to use spreadsheet software for this purpose.

- (a)** Describe features of spreadsheet software that make it suitable for Jackie to use to monitor the amount of time Marcus spends on his visits.

[6]

- (b) Describe **one** method, other than using spreadsheet software that could be used to monitor the amount of time Marcus spends on his visits.

.....

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..... [2]

7 Jackie wants to collect feedback from customers. She is not sure whether to ask customers to fill in a paper-based form while the technician is at their premises or to ask them to give feedback online after the technician's visit.

(a) Explain the advantages **and** disadvantages of using an online form rather than collecting feedback on paper at the visit.

[8]

9

- (b) Each visit is given a job reference number that customers must use on the feedback form.

Explain why a job reference number is used.

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..... [2]

- (c) Identify **one** input device that would allow customers to input text or numbers into a text field on an online feedback form.

..... [1]

[Turn over for next question]

10

- 8 One of the technicians has noticed that he has had a negative review from a customer following one of his visits. He has decided to use the details included on the feedback form to contact the customer to discuss their review.

Explain **two** reasons why it would be morally wrong for the technician to do this.

1

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2

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[4]

9 Cable Ties Ltd regularly archives data that is held on its computer system.

(a) State **one** reason why Cable Ties Ltd archives data.

.....
..... [1]

(b) Identify **one** possible problem to Cable Ties Ltd that may be caused by archiving data.

.....
..... [1]

(c) All archived data needs to be held on a storage medium.

(i) Identify **one** medium that would be suitable for Cable Ties Ltd to archive data.

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..... [1]

(ii) Explain why this medium would be suitable for this purpose.

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

END OF QUESTION PAPER

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