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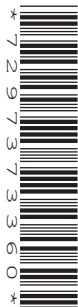
Tuesday 9 January 2018 – Morning

LEVEL 1/2 CAMBRIDGE NATIONAL IN ICT

R001/01 Understanding Computer Systems

CASE STUDY INSERT

Duration: 1 hour



INFORMATION FOR 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 **must not** take your previous copy of the Case Study into the examination.
- You **must not** take notes into the examination.
- This document consists of **4** pages. Any blank pages are indicated.

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Information for Learners

Closed-circuit television (CCTV) systems are used to provide extra security in vulnerable areas. They rely on cameras that are placed in key locations to send signals back to a small number of monitors. Therefore, a large area can be monitored by a relatively small team. (Scenario 1)

Staff are often given probationary periods when they join organisations. A typical period of time is three months. At the end of these probationary periods, their suitability for the job is reviewed. (Scenario 2)

Scenario 1

SecuritechTV installs CCTV systems in factories and other working environments for surveillance purposes. A typical installation will include a number of video cameras that are linked to a central monitoring point. This point may provide a live feed to a number of monitors or it can be recorded onto secondary storage for use at a later time.

Recently, SecuritechTV installed a CCTV system in a new factory that manufactures a range of electronic devices. As most of the devices made in the factory are of high value and are small and easily stolen, SecuritechTV was asked to ensure that the surveillance system monitored key areas around the factory where staff had access to completed devices. Some of the cameras used were set up so that they could be rotated and tilted to change their view. This system was set up so that the live feed could be observed in an office by security staff and recorded onto secondary storage so that the recording could be used as evidence if necessary. SecuritechTV also installed a second storage facility in a remote location so that duplicate recordings of the live feed are made.

When SecuritechTV installs a CCTV system for a customer, this includes a desktop computer which operates the system. Various user accounts are set up on this computer at the time of installation. The main admin account is given the name 'Administrator' and the default password is set to 'Let me in'. All customers are advised to change this password as soon as possible. SecuritechTV also sets up other accounts as required, but these do not have the same level of access as given to the main admin account.

Scenario 2

HGR Electricals uses a SecuritechTV CCTV system. When it employs new staff, it gives each new employee an induction pack. The pack includes a paper-based form that the employee must sign to agree that he or she is aware that the factory is under 24 hour surveillance from a CCTV system.

Will, a new employee, has been dismissed from HGR Electricals because, as he was told at his three-month review, he was spending an unacceptable amount of time away from his work area and had been given several warnings during the three months. Will is convinced that the only evidence to support this claim was from cameras in the staff rest areas and coffee shop.

Will felt that this was unfair dismissal and so decided he wanted to take action against HGR Electricals. During the short time that he had worked at the factory, he had discovered the User ID and password used by his manager. The day after he was dismissed, Will used these details to remotely log onto the company's network. Whilst on the network, Will deleted a number of key files and sent his manager an offensive email. After a short investigation, Will was identified as the person who had carried out these actions, he was arrested by the Police and was sent to court for trial.

Preparation

To prepare for the examination, you should research into the use of CCTV within organisations. This should include:

- the hardware devices used in a CCTV system;
- how images collected by a CCTV system may be stored for retrieval;
- different methods of creating a computer network for CCTV and the benefits and drawbacks of these methods;
- moral and ethical issues to do with the use of CCTV.

You should also research into:

- ways in which computer systems may be protected from unauthorised access;
- the UK laws that relate to unauthorised access to computers;
- the use of forms to collect and code data for use in a database, the impact that the use of such forms can have on an organisation and how negative impacts can be reduced;
- the use of software to maintain the efficient working of computer equipment.

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