



Oxford Cambridge and RSA

Level 3 Cambridge Technical in IT

05838/05839/05840/05841/05842/05877

Unit 2: Global information

Wednesday 11 January 2017 – Afternoon

Time allowed: 1 hour 30 minutes

You must have:

- Insert (C386)

First Name						Last Name					
Centre Number						Candidate Number					
Date of Birth											

INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- Additional paper may be used if required but you must clearly show your candidate number, centre number and question number(s).

INFORMATION

- The case study should be used to answer questions in Section A.
- The total mark for this paper is **80**.
- The marks for each question are shown in brackets [].
- Quality of extended response will be assessed in questions marked with an asterisk (*).
- This document consists of **16** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/6
2	/13
3	/7
4	/10
5	/7
6	/8
7	/10
8	/6
9	/13
Total	/80

Answer **all** the questions.

Section A

This section relates to the case study on Better Cleaning.

1 The cleaning staff at Better Cleaning are given their daily work schedule on paper.

Describe **two** advantages and **one** disadvantage to the cleaning staff of having their daily work schedule on paper.

Advantage 1

.....

.....

.....

Advantage 2

.....

.....

.....

Disadvantage... ..

.....

.....

.....

[6]

2 The client accounts of Better Cleaning are stored on a spreadsheet.

(a) Describe **one** item of confidential business data which is held in the client accounts.

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

(b) (i) Identify **one** shared device which could be used by Better Cleaning to enable clients to access their invoices remotely.

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

(ii) Describe **one** characteristic of this shared device which makes it suitable for this task.

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

(c) (i) Identify **one** method which could be used to maintain the integrity of the client accounts. Justify your choice.

Method.....
.....
Justification.....
.....
.....
.....
.....
..... [4]

5 Better Cleaning is considering the use of Green IT in the administration office.

(a) Describe the purpose of Green IT.

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

(b) Describe **two** requirements of Green IT on the office staff.

1.....
.....
.....
.....
2.....
.....
.....
..... [4]

8 A retailer is collecting information about new stock items. The retailer could collect the information from an external source.

(a) Describe what is meant by an external source of information.

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

(b) State **one** example of an external source of data which a retailer could use.

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

(c) Identify and describe **one** characteristic of information that should be considered by the retailer.

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

9 A hotel uses an on-line reservation system to enable guests to book hotel rooms.

(a) Describe the type of www.technology network that is used by the on-line reservation system.

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

(b) Identify the **category of information holders** a hotel would be included in.

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

(c) Guests register their contact details before they use the on-line reservation system.

Describe **one** way in which the hotel could use these details.

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

(d) The hotel uses graphics and text on the on-line reservation system.

Describe **two** advantages to the guests of using graphics on the on-line reservation system.

1.....
.....
.....
.....
.....
2.....
.....
.....
..... [4]

(e) The on-line reservation system has had a breach of security.

Explain **two** impacts this breach could have on the hotel.

1.....
.....
.....
.....
.....

2.....
.....
.....
.....

[4]

END OF QUESTION PAPER

THIS PAGE HAS BEEN LEFT INTENTIONALLY BLANK



Copyright Information:

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.