



Cambridge Technicals Level 3

Information Technology

05838-05842 & 05877

Unit 1 Fundamentals of Information Technology

OCR Report to Centres June 2018

About this Examiner Report to Centres

This report on the 2018 Summer assessments aims to highlight:

- areas where students were more successful
- main areas where students may need additional support and some reflection
- points of advice for future examinations

It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the examination.

The report also includes links and brief information on:

- A reminder of our **post-results services** including **reviews of results**
- Link to **grade boundaries**
- **Further support that you can expect from OCR**, such as our CPD programme

Reviews of results

If any of your students' results are not as expected you may wish to consider one of our Reviews of results services. For full information about the options available visit the [OCR website](http://www.ocr.org.uk). If University places are at stake you may wish to consider priority service 2 reviews of marking which have an earlier deadline to ensure your reviews are processed in time for university applications: <http://www.ocr.org.uk/administration/stage-5-post-results-services/enquiries-about-results/service-2-priority-service-2-2a-2b/>

Grade boundaries

Grade boundaries for this, and all other assessments, can be found on the [OCR website](http://www.ocr.org.uk).

Further support from OCR



Attend one of our popular CPD courses to hear exam feedback directly from a senior assessors or drop in to an online Q&A session.

<https://www.cpdhub.ocr.org.uk>

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Unit 1 Fundamentals of Information Technology

1. General Comments:

It was pleasing to see an increase in subject knowledge for some candidates. However, it was also noted that some candidates still appeared to have little more than general knowledge, rather than a depth of understanding in relation to the unit content. Centres should ensure that candidates have a sound understanding of all the unit content before being entered for the external examination.

For section A, the multiple choice questions, most candidates attempted each question. A small number of candidates did not provide an answer for each question. Candidates should be encouraged to attempt each question.

Section B of this unit features a brief context. The context should be used in answering the questions to allow full marks to be achieved. Candidates should be aware of the focus indicated in some of the questions, e.g. the 'connected' fitness equipment, and consider this when composing their responses.

A good proportion of candidates provided answers for all the questions in section B. Good examination technique suggests that the candidate constructs their answer in the format indicated in the question to gain full marks. Candidates need to be aware of the different command words, e.g. identify, describe, explain, discuss, and the type and depth of answer these require. It was noted that there was evidence of knowledge gaps from the candidates' responses to the more technical questions in Section B, particularly in Q20.

Some candidates appeared to have learnt the mark schemes from previous papers and wrote answers from these for questions that appeared similar. Whilst it is good practice to provide mock examinations for candidates, it is essential that candidates fully understand all topics in the specification and then apply their learning to the context in the questions asked. Trying to memorise answers from previous sessions is not the best practise.

When preparing candidates for this unit, centres should use a wide variety of resources. No single resource will contain all the necessary learning to allow candidates to access the highest grades for this unit. Resources endorsed by OCR contain an introduction to some topics included in the specification. Additional resources are available on the OCR website which includes a combined feedback with selected candidate responses and commentary from the January 2017 session.

2. Comments on Individual Questions:

Section A

This section of the external examination consists of 15 multiple choice questions each with 4 options to choose one from.

Q1 Answer: D. A hypervisor server would be used to run a virtual machine.

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- Q2 Answer: D. An example of storage virtualisation is storing a movie on a drive from multiple network storage devices.
- Q3 Answer: C. A characteristic of a peer to peer network is that resources can be shared without a dedicated server.
- Q4 Answer: C. The diagram shows the Ring topology, with each device connected in a ring and no central device.
- Q5 Answer: B. The term 'Metropolitan Area Network' (MAN) means a city-wide network of computers.
- Q6 Answer: B. ISDN is an example of a WAN connectivity method.
- Q7 Answer: D. This question asks candidates to identify which of the answers is NOT a suitable use of a blog by a business. Blogs are informal communications used by businesses to pass on information to followers. As such they would not be suitable to inform staff that they have been made redundant.
- Q8 Answer: C. A personal attribute required to be a successful network manager would be the ability to work independently.
- Q9 Answer: C. Dress codes at work can be based on the job roles staff members perform, which would mean that two members of staff who perform different job roles could have different expected standards of dress code.
- Q10 Answer: B. This question asks candidates to identify which of the answers is NOT a purpose of a professional body. Professional bodies are set up to exchange expertise and knowledge, support the practitioners and set standards, which would mean that it is not a purpose of a professional body to organise industrial action.
- Q11 Answer: B. An example of staying safe online is to regularly change passwords.
- Q12 Answer: D. This question asks candidates to identify which of the answers is NOT an example of disaster planning. Disaster planning recommends that important files are backed up and stored at another secure location so using an external hard drive as the sole storage area is not an example of disaster planning.
- Q13 Answer: C. Eavesdropping is listening to communication traffic over an unsecured network in an attempt to gain information.
- Q14 Answer: C. An example of digital security is permissions.
- Q15 Answer: C. A description of why usernames must be used with a password to improve security is because the chance of the username and password combinations being guessed is a low risk.

Section B

Candidates were provided with a brief context at the start of this section which allowed them to apply their knowledge and understanding to the questions by relating it to this context.

- Q16 Candidates were asked to explain two reasons why staff must agree to the AMEC Leisure Code of Conduct. Many good responses were able to explain two valid reasons why the Code of Conduct was used. These sometimes contained a legal reason. Others needed to explain a second reason that was different from the first one.
- Q17 (a) This question was marked using a banded response mark scheme. Candidates were asked to explain why IT staff use Standard Operating Procedures (SOP) to maintain the 'connected' fitness equipment. Good responses were able to explain why SOP

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was used by IT staff to maintain the 'connected' fitness equipment giving several valid reasons. Others showed a clear gap in knowledge here and needed to develop reasons as to why SOP was used for the maintenance of IT equipment rather than in business generally. To get any marks for this question, candidates needed to show an understanding of what SOP was.

- Q17 (b) Candidates were asked to convert the decimal number 244 to hexadecimal and show their workings. Good responses were able to show their workings and provide an accurate hexadecimal conversion to achieve full marks. Most candidates that attempted the question achieved at least one mark for their workings. Other candidates provided no response for this question.
- Q17 (c) Candidates were asked to describe the difference between a mebibyte and a megabyte and explain why mebibytes are used. Some good responses showed an understanding of the difference between a megabyte and a mebibyte and a valid reason why a mebibyte was used. Others realised that it was a difference in size of storage but thought the mebibyte was smaller. Some candidates provided figures to describe the difference but these were sometimes incorrect. A lack of subject knowledge was evident here.
- Q17 (d) This question was marked using a banded response mark scheme. Candidates were asked to discuss the use of wireless technologies for uploading data to and from the 'connected' fitness equipment. Good responses included detailed discussions on either side of the argument. Others needed to develop balanced discussions to achieve high marks. Some candidates were able to describe a range of wireless connectivity methods. Many candidates were able to identify the trip hazard that wired devices might create in a gym.
- Q18 (a) Candidates were asked to identify one social media channel that could be used by AMEC Leisure. Many good responses were provided with the name of a social media channel. A few others were not able to identify a social media channel and put email.
- Q18 (b) Candidates were asked to explain two barriers to communication that could be encountered when receiving a complaint via social media. Up to three marks were available here for each of the two explanations. Many good responses provided foreign language and body language as the barriers and then expanded on these. Some candidates repeated the first barrier for their second answer. A technical answer was not required here.
- 19 (a) (i) Candidates were asked to identify one method that could be used to remove data from equipment before disposal. Many good responses correctly identified one suitable method. A few others translated remove as backup. The choice of wording showed a lack of technical knowledge in several candidates.
- 19 (a) (ii) Candidates were asked to explain two advantages and one disadvantage of the method they had chosen in 19(a)(i). To get marks for this question, candidates needed to show an understanding of the advantages and disadvantages of the method they had chosen. Good responses provided an advantage/disadvantage and expanded on it to explain why it was an advantage/disadvantage. Others needed to provide a clear advantage/disadvantage with a logical expansion. Some candidates

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described the purpose rather than an advantage of the method. A disadvantage of the method was often more difficult for candidates to recall.

- 20 (a) Candidates were asked to explain one benefit to AMEC Leisure of using a bespoke operating system. Many good responses were able to provide one benefit and explain why it was a benefit. Others were able to identify that it would meet AMEC Leisure's needs or requirements but were not able to explain further. Some responses revealed a lack of knowledge of the term bespoke.
- 20 (b) Candidates were asked to describe three functions that a tablet computer's operating system will perform. Several good responses were able to describe 3 functions of the operating system and achieve full marks. Many others either described what the tablet computer could be used for, or what the user could do with the operating system rather than the functions the operating system itself would perform. Some candidates were able to identify one or more of the functions of the operating system.
- 20 (c) Candidates were asked to describe two troubleshooting tools that could be used to investigate faults with the tablet computers. Good responses correctly described at least one troubleshooting tool. Anti-virus software to check for malicious software was quite frequently provided. Some candidates provided no response to this question.
- 20 (d) Candidates were asked to identify three pieces of information that must be configured to allow the tablet computer to access a web site on the internet. A few good responses provided IP address, subnet mask and default gateway to achieve full marks. Many others provided IP address.
- 20 (e) Candidates were asked to explain one benefit of not using automated methods to configure the addressing information. To get marks for this question, candidates needed to show an understanding of how manual configuration of addressing information restricts access to a network and increases security by not allowing a device to connect to the network automatically. Good responses were able to identify that one benefit would be to increase security. There was a distinct lack of knowledge and understanding shown by candidates here.
- 20 (f) Candidates were asked to identify and describe one type of utility software that can be used for protecting data from accidental deletion. Good responses identified and described suitable utility software. Others were only able to identify suitable software.
- 20 (g) Candidates were asked to identify and describe one other type of utility software that can be used to improve the performance of the tablet computer. Many good responses were able to identify suitable utility software and correctly describe what it did. Others could identify one but not describe it accurately.

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