

OXFORD CAMBRIDGE AND RSA EXAMINATIONS
GCSE
B063/02

**INFORMATION AND
COMMUNICATION TECHNOLOGY**
ICT in Context

THURSDAY 17 MAY 2018: Afternoon
DURATION: 1 hour
plus your additional time allowance

MODIFIED ENLARGED

Candidate forename		Candidate surname	
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Centre number						Candidate number				
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Candidates answer on the Question Paper.

OCR SUPPLIED MATERIALS:

Clean-copy pre-release material (B063/02)

OTHER MATERIALS REQUIRED:

None

READ INSTRUCTIONS OVERLEAF



INSTRUCTIONS TO CANDIDATES

The Insert will be found inside this document.

Write your name, centre number and candidate number in the boxes on the front page. 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).

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.

Quality of Written Communication will be assessed in questions marked with an asterisk (*).

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Answer ALL the questions.

1 OCER Travel has a website to allow customers to browse and book holidays.

(a) Draw a line from each description to join it to the MOST APPROPRIATE feature of the OCER Travel website. [4]

FEATURE	DESCRIPTION
forum	A feature where holidays are stored before checkout.
like	A feature where customers can post questions and receive responses from staff and other customers about their travel plans.
shopping cart	A feature where staff post articles with travel advice and tips.
blog	A feature that can be used to show that customers enjoy or support the content of a post.

- (b) Before using the OCER Travel website, customers must register.**

Identify THREE pieces of information, other than email address, that customers must enter, when registering to use the website.

1 _____

2 _____

3 _____

[3]

- (c) After registering, customers are sent an email message with a link that they must click on.**

Explain the purpose of this email message.

_____ **[2]**

(d)* OCER Travel wants to expand its use of virtual reality technology and introduce it on its website.

Explain the benefits and limitations of using virtual reality holiday tours on the OCER Travel website. [8]

[illegible]

- 2 When searching for holidays, staff complete an online booking form using short codes to represent place names (see FIG. 1).

FIG. 1 – OCER TRAVEL ONLINE BOOKING FORM

OCER Travel

From	To
<input type="text" value="LHR"/>	<input type="text" value="FCO"/>
<input type="text" value="14 November"/>	<input type="text" value="17 November"/>

- (a) Explain ONE advantage and ONE disadvantage of using short codes to represent place names.

Advantage _____

Disadvantage _____

[4]

(b) Identify THREE additional items of data that should be included on the form in FIG. 1 to allow staff to search for a holiday.

1 _____

2 _____

3 _____

[3]

(c) Before submitting the form, the data entered is validated.

Explain what is meant by the term data validation.

_____ **[2]**

3 OCER Travel has five shops, connected using an internet based Wide Area Network (WAN).

(a) Identify TWO items of hardware needed to create a WAN.

1 _____

2 _____

[2]

(b) OCER Travel uses a Virtual Private Network (VPN) to protect data on the WAN.

Explain ONE reason why a VPN is used.

_____ **[2]**

(c) Describe TWO OTHER security technologies that could be used to protect OCER Travel's digital data.

1 _____

2 _____

[4]

4 OCER Travel allows call centre staff to work from home.

(a) Identify TWO communication technologies that would allow staff to work from home and for each explain its purpose.

1 _____

Purpose _____

2 _____

Purpose _____

[6]

(b) Explain TWO advantages and ONE disadvantage of allowing staff to work from home. [6]

Advantage 1 _____

Advantage 2 _____

Disadvantage _____

- 5* An Information Knowledge Based System (IKBS) can be used by customers to help them choose a holiday.**

Discuss the use of an IKBS to choose holidays. [8]

6 OCER Travel uses social media to advertise its services.

(a) Explain TWO reasons why OCER Travel uses social media to advertise its services.

1 _____

2 _____

[4]

(b) Explain ONE privacy implication to customers of receiving advertisements by social media.

[2]

END OF QUESTION PAPER

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