

Candidate Name	Centre Number	Candidate Number



OXFORD CAMBRIDGE AND RSA EXAMINATIONS
General Certificate of Secondary Education

INFORMATION AND COMMUNICATION TECHNOLOGY

2380/02

ICT B (HIGHER TIER)

Tuesday **8 JUNE 2004** Morning 1 hour 30 minutes

Additional materials:
Candidates answer on the question paper
Flowchart stencil
Candidates pre-prepared materials

TIME 1 hour 30 minutes

INSTRUCTIONS TO CANDIDATES

Write your name, Centre Number and Candidate Number in the spaces at the top of this page.

Answer **all** questions.

Write your answers in the spaces provided on the question paper.

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 80.

No marks will be awarded for using brand names of software packages or hardware.

FOR EXAMINER'S USE	
Page number	marks
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TOTAL	

This question paper consists of 9 printed pages and 3 blank pages.

5 Give **three** advantages to a retailer of using an EFTPOS system at the checkout.

Advantage 1
.....[1]

Advantage 2
.....[1]

Advantage 3
.....[1]

6 State **two** differences in ICT use between a modern out of town supermarket and a small, local shop.

Difference 1
.....[1]

Difference 2
.....[1]

7 Give **one** way in which the increased use of computerised systems in retailing may have changed the lives of the following people.

(a) the manager of a large retail chain

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

(b) a supermarket checkout operator

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

(c) a person working in stock control for a supermarket chain

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

(d) the owner-manager of a small corner shop

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

(e) a disabled person living alone

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

(f) the working mother of a family that includes three teenagers.

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

8 Spanish Connection uses a word processor to write to customers. Unfortunately, the word processor keeps saying that some correctly spelt words are incorrect.

(a) Suggest why this might be happening.

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

The company does not want to turn off the spell checker.

(b) State how the company can avoid these messages appearing.

.....[1]

(c) The staff get an error message each time they enter a postcode. State what action the staff should take.

.....[1]

(d) Explain why the action taken for the postcode is not the same as the action taken for a correctly spelt word.

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

9 Describe the differences between a traditional cash register and a point of sale terminal.

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

10 Spanish Connection sells clothes on the Internet. Customers order their clothes using an online order form. They pay using credit card details over a secure server.

(a) Apart from the credit card number, list **four** items of data that the online order form might ask the customer to give.

Item 1[1]

Item 2[1]

Item 3[1]

Item 4[1]

(b) Some of the fields on the online form, for example the address field, must be completed for the goods to be despatched correctly. Name the type of validation that could be used for this.

.....[1]

(c) Spanish Connection validates the credit card number using a check digit to make sure that it has been entered correctly. Explain how this method of validation works.

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

(d) Give **one** drawback of using data validation methods.

.....[1]

(e) For some of the fields, the customer is asked to enter the information twice. Explain why this is the case.

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

11 (a) Give **two** advantages and **two** disadvantages to a customer of Internet shopping.

Advantage 1
.....[1]

Advantage 2
.....[1]

Disadvantage 1
.....[1]

Disadvantage 2
.....[1]

(b) Give **one** advantage and **one** disadvantage to a retailer of Internet shopping.

Advantage
.....[1]

Disadvantage
.....[1]

12 Cambridge Retail intends to update its computer system. The company employs a Systems Analyst to manage the introduction of the new system.

(a) Describe why the computer system may need to be updated.

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

(b) The analyst decides to identify the problems with the existing system. Give **two** methods that the analyst could use to obtain this information.

Method 1
.....[1]

Method 2
.....[1]

(c) The analyst decides to test the system using invalid data. State what should happen when invalid data is entered.

.....[1]

(d) The analyst produces a user guide for the new system. Give **three** pieces of information that should be included in the user guide.

1
.....[1]

2
.....[1]

3
.....[1]

(e) For a period of four weeks, both the old and the new systems are kept running at the same time. Give **one** benefit, and **one** drawback, of using this type of changeover.

Benefit
.....[1]

Drawback
.....[1]

- 13 Draw a flowchart to show a supermarket's stock re-ordering process. You should take care to include input, process and output.