

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)

Thursday **20 JANUARY 2005** Afternoon 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	
Question number	marks
1	
2	
3	
4	
5	
6	
7	
TOTAL	

This question paper consists of 10 printed pages and 2 blank pages.

1 Look Lively intends to produce a brochure with pictures of books. They have been given printed photographs of two book covers; they also want to show some images of customers.

(a) State an input device Look Lively would use to capture the existing photographs in digital format.

..... [1]

(b) How could Look Lively get images of its customers onto its computer?

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

(c) Name a type of printer that would be suitable to produce a single colour copy of the leaflet.

Give **two** reasons for your choice.

Printer: [1]

Reason 1:
..... [1]

Reason 2:
..... [1]

(d) Explain why digital colour pictures used in magazines and brochures are usually stored on CD or Zip disks rather than conventional floppy disks.

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

2 All the books and videos sold by Look Lively are listed in their electronic catalogue. This is a typical entry from the catalogue.

Item number: COT1874
Title: Sweet or Sour?
Author: Matt Cotton
ISBN Number: 0000 234567 67
Publisher: Moody
Year released: 1984
New/Second hand: Second Hand
Media: Hardback/Paperback/Video/DVD
Category: Fiction
Condition: Good
Price: £12.50

(a) Write down a type of software that would be suitable for storing the catalogue.

..... [1]

(b) State why each product in the catalogue has an item number.

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

(c) The catalogue is used by staff to find stock and keep track of what they have available. Staff members have to log on to the system using a user name and password.

State why members of staff have to log on before they can use the system.

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

(d) Customers can also use the system to find information about books.

Explain how Look Lively can protect the data on the system against damage by the customers who use it.

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

3 Some of the staff at Look Lively use computers for most of their working day.

(a) Give **three** health and safety risks that people who use computers should be aware of.

In each case, suggest **two** safety precautions to minimise the risk

Do not use the same safety precaution twice.

Risk 1

Safety precaution 1

.....

.....

Safety precaution 2

.....

.....

Risk 2

Safety precaution 1

.....

.....

Safety precaution 2

.....

.....

Risk 3

Safety precaution 1

.....

.....

Safety precaution 2

.....

.....

[9]

4 When people buy goods through the website, their names and addresses are automatically collected by the computer system. Look Lively is keen to collect this information from in-store customers, and has introduced a loyalty card scheme. Customers earn points that they can use towards the cost of future purchases of books and videos.

(a) Give **two** reasons why Look Lively might be keen to have this information.

Reason 1

.....
.....

Reason 2

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

(b) Explain why some customers may not wish to give the shop this information.

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

Look Lively also collects the customer's email address if they have one.

(c) Write down **three** advantages that using email to communicate with customers has over sending information by post.

Advantage 1
.....
.....

Advantage 2
.....
.....

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

(d) State **two** reasons why the email addresses collected by Look Lively might be less reliable than postal addresses.

Reason 1

Reason 2

[2]

If Look Lively is collecting this personal information, it will have to register with the Data Protection Agency.

(e) Give **two** items of information Look Lively will have to include in its application.

Item 1

Item 2

[2]

They will also have to follow the Data Protection Principles.

(f) List **three** of these principles.

Principle 1

.....

Principle 2

.....

Principle 3

.....

[3]

- 5 Each time a book or video is sold, the stock database needs to be updated. A receipt is printed for the customer that includes their total bill and the number of loyalty card points the customer has, based on one point for every pound spent.

Draw a system flowchart to show how this process takes place.

[10]

- 6 Look Lively will take orders for books and videos over the Internet using its website. Each item they sell will be shown on the website, and the customer will be able to search the catalogue for items they want and then fill in an order form to be sent electronically.

The designer of the website wants to use data validation on the order form.

- (a) Explain the meaning of **validation** in this situation.

.....

 [2]

- (b) The order form includes spaces for customer name, telephone number, item number and number required.

Complete the table to show how different validation rules could be used on each of the fields shown.

Field	Validation
Customer name	
Telephone number	
Item number	
Number required	

[4]

- (c) The web designer has also suggested that the site needs a secure server.

Explain the term 'secure server', and why you think it is needed.

.....

 [3]

- 7 In the space below draw and annotate a suitable web-based order form that will allow the customers to order goods via the website and have them delivered to their home address.

Marks will be awarded for:

- inclusion of important information
- layout
- inclusion of essential elements.

