AQA

A S S E S S M E N T and
Q U A L I F I C A T I O N S
A L L I A N C E

General Certificate of Education

Applied Business 8611/8613

BS05   Business Communication and Information Systems

Mark Scheme

2008 examination - January series

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

	Assessment Objectives
	The Assessment Objectives represent those qualities which can be demonstrated in candidates' work and which can be measured for the purposes of assessment.
AO1 Knowledge, skills and understanding	Candidates demonstrate knowledge and understanding of the specified content and relevant business skills.
AO2 Application of knowledge, skills and understanding	Candidates apply knowledge and understanding of the specified content and relevant business skills.
AO3 Research and analysis	Candidates use appropriate methods in order to obtain and select information from a range of sources to analyse business problems.
AO4 Evaluation	Candidates evaluate evidence to reach reasoned judgements.
Quality of Written Communication	The quality of written communication is assessed in all assessment units where candidates are required to produce extended written material. Candidates will be assessed according to their ability to: • select and use a form and style of writing appropriate to purpose and complex subject matter • organise relevant information clearly and coherently, using specialist vocabulary when appropriate • ensure that text is legible, and that spelling, grammar and punctuation are accurate, so that meaning is clear. The assessment of the quality of written communication is included in Assessment Objective 4.

1 **Total for this question: 20 marks**

(a) Open the spreadsheet **STOCK AND INSTALLATION MONITORING**.

(i) Update the spreadsheet using the following weekly reports.

	4 Jan 08	*11 Jan 08*
Target Computers Installed	*45*	*45*
Actual Computers Installed	*42*	*35*
Computers Delivered	*100*	*0*
Reported Stock	*140*	*110*	*(2 marks)*

(i) 1 mark for each correct row (indicated below by gray shading).

(ii) Calculate the Expected Stock for 4 and 11 January 2008 by copying the formula from 28 December 2007. *(1 mark)*

(iii) Save and print a copy of the amended spreadsheet.

(ii) 1 mark for correct formulae or 1 mark for correct figures (indicated below by black shading).

	Target Computers Installed	Actual Computers Installed	Computers Delivered	Expected Stock	Reported Stock
21-Sep-07	10	5	73	68	63
28-Sep-07	10	0	20	88	61
05-Oct-07	10	8	20	100	81
12-Oct-07	10	0	135	235	108
19-Oct-07	20	10	0	225	180
26-Oct-07	20	0	57	282	220
02-Nov-07	20	15	0	267	245
09-Nov-07	20	20	0	247	250
16-Nov-07	25	20	0	227	225
23-Nov-07	35	29	0	198	210
30-Nov-07	40	42	0	156	175
07-Dec-07	40	20	0	136	150
14-Dec-07	40	41	95	190	210
21-Dec-07	40	37	0	153	183
28-Dec-07	40	42	0	111	125
04-Jan-08	45	42	100	169 (ii)	140
11-Jan-08	45	35	0	134 (ii)	110

> *(iv)* *For the period 21 Sep 07 to 11 Jan 08, insert formulae to calculate the **total** number of:*
>
> – *Target Computers Installed*
> – *Actual Computers Installed*
> – *Computers Delivered*   *(2 marks)*
>
> *(v)* *Save and print a copy of the amended spreadsheet showing the formulae.*

1 mark for correct formula; 1 mark for replicating the formula **or**
1 mark correct figures and 1 mark for showing formulae.

|	Target Computers Installed	Actual Computers Installed	Computers Delivered	Expected Stock	Reported Stock
21-Sep-07	10	5	73	=D2-C2	63
28-Sep-07	10	0	20	=E2+D3-C3	61
05-Oct-07	10	8	20	=E3+D4-C4	81
12-Oct-07	10	0	135	=E4+D5-C5	108
19-Oct-07	20	10	0	=E5+D6-C6	180
26-Oct-07	20	0	57	=E6+D7-C7	220
02-Nov-07	20	15	0	=E7+D8-C8	245
09-Nov-07	20	20	0	=E8+D9-C9	250
16-Nov-07	25	20	0	=E9+D10-C10	225
23-Nov-07	35	29	0	=E10+D11-C11	210
30-Nov-07	40	42	0	=E11+D12-C12	175
07-Dec-07	40	20	0	=E12+D13-C13	150
14-Dec-07	40	41	95	=E13+D14-C14	210
21-Dec-07	40	37	0	=E14+D15-C15	183
28-Dec-07	40	42	0	=E15+D16-C16	125
04-Jan-08	45	42	100	=E16+D17-C17	140
11-Jan-08	45	35	0	=E17+D18-C18	110
	=SUM(B2:B18)	=SUM(C2:C18)	=SUM(D2:D18)		
	470	366	500		

(vi)   *Produce a line graph showing the number of:*

– *Target Computers Installed each week*
– *Actual Computers installed each week.*

*The line graph should have a **title**, a **legend** and **axis labels**.*   *(5 marks)*

(vii)   *Save the spreadsheet and print a copy of the line graph.*
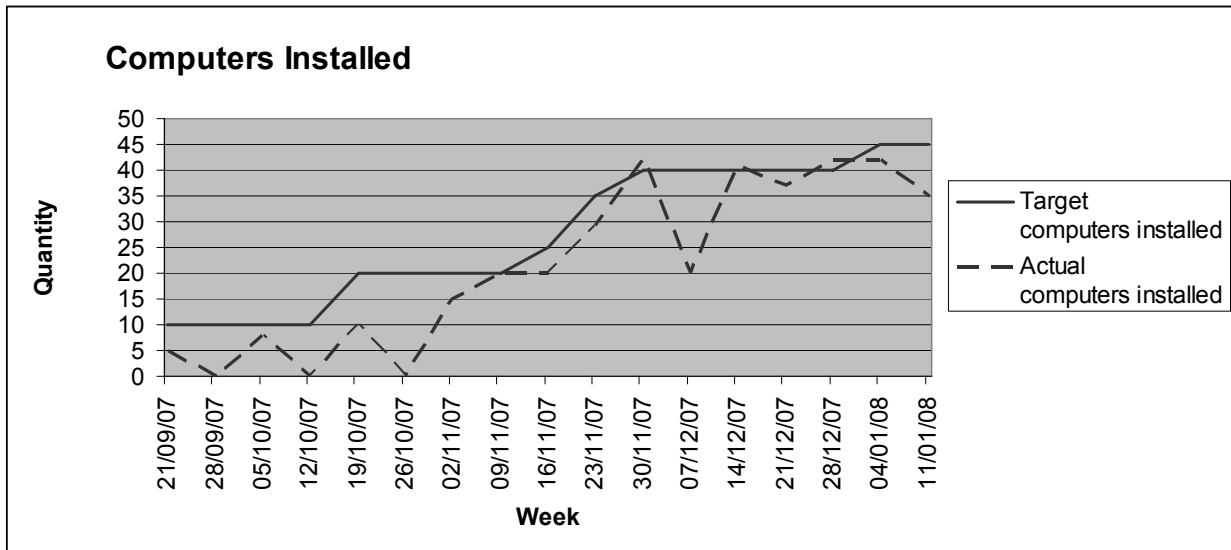
1 mark for each accurate line graph (maximum 2 marks).
1 mark for an appropriate title.
1 mark for an appropriate legend.
1 mark for appropriate axis labels (both label must be present).

(b) *Nigel Turner is concerned that the Reported Stock of computers does not equal the Expected Stock on the 11 January 2008.*

  (i) *Open the word processing file called **EMAIL**.*

  (ii) *Create an email to be sent to the stock controller at the warehouse. The email should inform the stock controller of the difference between Expected Stock and Reported Stock. The email should also state an action to be taken by the stock controller.* *(3 marks)*

  (iii) *Save and print the email.*

1 mark for entering appropriate To and Subject details (both must be present).

1 mark for referring to the difference between expected and reported stock – 134 compared to 110 **or** 24 fewer than expected.

1 mark for stating an appropriate action, eg requested that the stock level be checked again **or** that a reason is provided for the difference.

(c) *Nigel Turner has been requested by InfoFix to report on the progress of the HGP contract. This contract, for the installation of 600 computers, should be completed by the end of February 2008.*

  (i) *Open the word processing file called **HGP REPORT**.*

  (ii) *Write a report on the progress of the HGP contract using the information contained in the spreadsheet you saved in **(a)(vii)**. Your report should include the line graph you created in **(a)(vi)** to support the issues identified.* *(7 marks)*

  (iii) *Save and print the report.*

1 mark for entering appropriate To, From, (Signature) and Date details (all must be present) (AO1).

1 mark for appropriate Introduction (AO2).

Level	Descriptor	Marks	Assessment Objective
4	Reaches appropriate conclusion based on analysis of data.	5	AO3
3	Analyses significance of data.	4	
2	Explains progress of installation referring to data.	2–3	AO2
1	Inserts data, eg table or graph **or** identifies relevant point.	1	AO1

2   **Total for this question: 23 marks**

(a)   *Analyse the suitability of Nigel Turner's quarterly report (**Figure 1**) in terms of:*

– *layout of information*
– *clarity of information.*   *(8 marks)*

Level	Descriptor	Marks	Assessment Objective
3	Analyses features of the quarterly report in terms of its layout and clarity of information.	6–8	AO3
2	Explains features of the quarterly report in terms of its layout and/or clarity of information.	3–5	AO2
1	Describes layout of the quarterly report.	1–2	AO1

Layout of information:

- positive features: spreadsheet format enables columns of data to be presented; helps to layout tables of data, eg expenses figures. This should aid data entry at the Head Office.
- negative features: poor use of alignment, ie failure to align numeric data by decimal points; while the Key Issues information is useful, its layout is haphazard and could be overlooked or misinterpreted.

Clarity of information:

- positive features: spreadsheet layout helps to improve the clarity of the information – can read down columns of data
- negative features: inconsistent use of the £ symbol and decimal places does not help when reading data, making it harder for administration staff to correctly input the data. Clarity could be improved by better alignment, use of different fonts and emboldening of titles etc. Key Issues section, whilst useful, perhaps should not be hidden within the quarterly report and should be communicated using a separate document.

(b)   *Explain **two** possible security issues that InfoFix faces as a result of the Project Managers working from home.*   *(4 marks)*

1 mark for stating a valid security issue (AO1) and 1 mark for developing this in context (AO2). Apply to each explanation.

Possible security issues include:

- unauthorised access to systems, eg to online databases
- lack of appropriate virus checking software, eg resulting in infected files being sent to head office
- unauthorised viewing of confidential information contained in emails or fax print outs, eg from clients, specifying contract details.

(c)	Using **Item B**, discuss the possible advantages to InfoFix of creating an online form to collect data from the Project Managers.		(11 marks)

Level	Descriptor	Marks	Assessment Objective
3	Uses **Item B** to analyse the possible advantage(s) of the online form.	5–6	AO3
2	Uses **Item B** when explaining the possible advantage(s) of the online form.	3–4	AO2
1	States possible advantage(s) of an online form.	1–2	AO1

Relevant answers might include the following:

- an online form allows for the creation of data masks (or data validation rules), ie specified restrictions on the type of data entered along with its formatting, eg currency data masks requiring numeric data and formatting as £ to two decimal places
- the form would ensure that data was entered in a set order and that all fields must be completed before the form could be sent. As the form is part of an online database, all data will be captured automatically. This would ensure that the data could be rapidly processed, retrieved and disseminated
- Head Office needs to hold accurate and timely data in order to monitor the performance of the business, its contracts and the Project Managers. The online form would help to achieve this by reducing data capture errors and ensuring data consistency. However, the online form would not address the problem of quarterly reports being sent in late.

In addition (and separately) award marks for evaluation using the grid below.

Note: AO4 also assesses candidates' quality of written communication. When deciding on the AO4 level to be awarded, consider the degree to which the candidate orders and communicates his/her ideas.

Level	Descriptor	Marks	Assessment Objective
2	Judges the relative importance of the possible features of the online form. Ideas are communicated using a logical structure, with some appropriate use of technical terms. There are occasional errors in accepted conventions of written communications.	3–5	AO4 and Quality of written communication
1	Demonstrates some judgement when discussing the possible features of the online form. Ideas are communicated with some structure evident with occasional use of appropriate technical terms. There are some errors in accepted conventions of written communications.	1–2	

3   **Total for this question: 17 marks**

(a)   *Nigel Turner has identified the following tasks that need to be completed during the relocation of FastDVD's computer network to its new head office.*

Using the table above, put the tasks into an order of priority for completion
(1 = completed first, 2 = completed second etc).   *(3 marks)*

Tasks		Priority
8	Identify network requirements of new head office.	1
4	Agree the time scale for the move to take place.	2
3	Calculate the number of engineers required and contract them.	3
6	Order new hardware as required.	4
1	Arrange delivery dates to new head office.	5
5	Communicate to users that the move is happening and what actions they should take (eg back-up data).	6
9	Transport hardware to new office.	7
2	Install server (hardware).	8
7	Ensure the network is up and running.	9

First group = Tasks 3, 4 and 8 (1 mark).
Second group = Tasks 1, 5 and 6 (1 mark).
Last group = Tasks 2, 7 and 9 (1 mark).

(b)	*Justify your order of priority.*	(10 marks)

Assess the quality of the candidate's justification using the following schemes.

Level	Descriptor	Marks	Assessment Objective
3	Analyses the relative importance of the tasks.	3–5	AO3
2	Explains the importance of the tasks.	2	AO2
1	States a valid reason for chosen priority.	1	AO1

In addition (and separately) award marks for evaluation using the grid below.

Note: AO4 also assesses candidates' quality of written communication. When deciding on the AO4 level to be awarded, consider the degree to which the candidate orders and communicates his/her ideas.

Level	Descriptor	Marks	Assessment Objective
2	Judges the relative importance of the tasks. Ideas are communicated using a logical structure, with some appropriate use of technical terms. There are occasional errors in accepted conventions of written communications.	3–5	AO4 and Quality of written communication
1	Demonstrates some judgement when discussing the order of the tasks. Ideas are communicated with some structure evident with occasional use of appropriate technical terms. There are some errors in accepted conventions of written communications.	1–2	

(c)	*Identify a type of software that Nigel Turner could use to present his relocation plans to FastDVD's Operations Manager. Explain why this type of software would be suitable.*	
		(4 marks)

Level	Descriptor	Marks	Assessment Objective
2	Explains why the chosen software would be suitable.	3–4	AO2
1	Describes a suitable type of software.	1–2	AO1

Possible software includes:

- presentation software (eg Power Point)
- graphical design software (eg Visio or other diagram creation software)
- communications software (eg image processing software used in video conferencing).

Suitability should be explained in terms of the ability of the chosen software to communicate schedules and key information clearly and succinctly in a meeting environment.