

General Certificate of Education
June 2008
Advanced Subsidiary Examination



INFORMATION AND COMMUNICATION TECHNOLOGY
Unit 1 Information: Nature, Role and Context

ICT1 R

Friday 16 May 2008 9.00 am to 10.30 am

For this paper you must have:

- a 12-page answer book.

Time allowed: 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen. Use pencil only for drawing.
- Write the information required on the front of your answer book. The *Examining Body* for this paper is AQA. The *Paper Reference* is ICT1 R.
- Answer **all** questions.
- Do all rough work in the answer book. Cross through any work you do not want to be marked.

Information

- The maximum mark for this paper is 60.
- The marks for questions are shown in brackets.
- You will **not** gain credit for the use of brand names in your answer.
- You are reminded of the need for good English and clear presentation in your answers.

Answer **all** questions.

1 Name **three** characteristics of information that give it value and importance. (3 marks)

2 For ICT professionals to work effectively within the ICT industry they require the following personal qualities:

- good written communication skills
- good listening skills
- good problem solving skills.

For each quality identify an ICT job rôle and explain why the quality is necessary for that rôle.

The job rôles must be different in each case. (6 marks)

3 An organisation is holding your personal data. According to the Data Protection Act (1998) you are entitled to a copy of it.

(a) State **two** ways in which you can request a copy of your personal data. (2 marks)

(b) What must the organisation check before it issues your personal data? (1 mark)

(c) Why might you have to pay for a copy of your personal data? (1 mark)

4 A large company has many employees who telework. This has benefits and limitations for the company and for its employees.

(a) State **two** benefits and **two** limitations to the company. (4 marks)

(b) State **one** benefit and **one** limitation to an employee. (2 marks)

(c) What effects can teleworking have on society as a whole? (4 marks)

5 State **five** methods of communication using the Internet. (5 marks)

6 (a) Using examples, explain the difference between malpractice and crime. (4 marks)

(b) Describe **one** method of reducing malpractice. (2 marks)

(c) Describe **one** method of reducing crime. (2 marks)

- 7 A member of staff at a call centre works at a computer workstation all day. To ensure the health of the member of staff, state with reasons:
- (a) **two** design features that the workstation used by the member of staff should have (4 marks)
 - (b) **two** design features that the software used by the member of staff should have (4 marks)
 - (c) **two** work practice procedures that the company could introduce. (4 marks)
- 8 The figure below shows a gas bill for a customer. It has been produced as the output from data that has been input and processed.

The Gas Company UK	
Customer Number: 10679	Date produced: 30/01/2008
Mr J F Collins 22 High Street New Town GF2 5HD	
Last reading	43572
This reading	44675
Gas consumed	1103
Unit price (p)	25.5
Net total	£281.27
VAT @ 5%	£14.06
Total	£295.33

- (a) State **two** items of data that could be held in a customer record. (2 marks)
- (b) State **two** items of data that are entered every time a bill is produced. (2 marks)
- (c) Explain **one** process that has taken place in order to produce this bill. (3 marks)
- (d) The company plans to encourage its customers to view their bills on-line rather than being sent to them by post.
 - (i) State **one** extra item of data that the company would need to collect. (1 mark)
 - (ii) Describe **two** benefits to the company of making bills available on-line. (4 marks)

END OF QUESTIONS

There are no questions printed on this page