

Surname					Other Names				
Centre Number					Candidate Number				
Candidate Signature									

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General Certificate in Education  
Specimen Paper for 2009



**INFORMATION AND COMMUNICATION TECHNOLOGY INFO2**  
**Unit 2 Living in the Digital World**

Date      Time

**For this paper you must have:**

For Examiner's Use			
Number	Mark	Number	Mark
1		5	
2		6	
3		7	
4		8	
Total (Column 1)		→	
Total (Column 2)		→	
<b>TOTAL</b>			
Examiner's Initials			

Time allowed: 1 hour 30 minutes

**Instructions**

- Use blue or black ink or ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- Answer the questions in the spaces provided.

**Information**

- The maximum mark for this paper is 80.
- The marks for questions are shown in brackets.
- You will **not** gain credit for the use of brand names in your answers.
- The quality of written communication will be assessed in Question **7(b)**. In this question you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate.

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**SECTION A**

Answer **all** questions in the spaces provided

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**1** Name **four** components of an ICT system.

Component 1 .....  
*(1 mark)*

Component 2 .....  
*(1 mark)*

Component 3 .....  
*(1 mark)*

Component 4 .....  
*(1 mark)*

**2** Explain the type of processing that would be suitable for each of the following ICT systems.

(a) Monthly payroll.....  
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*(2 marks)*

(b) Cinema ticket booking .....  
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*(2 marks)*

3 Explain what is meant by the terms *intranet and extranet*.

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(4 marks)

4 One of the things ICT can provide is fast, repetitive processing.

(a) What is the benefit of this to a company?

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(1 mark)

(b) Give **two** other things that ICT can provide and, for each one, state a different benefit.

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(4 marks)

5 (a) Give **one** reason why data in ICT systems needs to be protected.

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*(1 mark)*

(b) If you are disposing of an old computer, what would you do to try to stop anyone else from getting hold of the data?

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*(2 marks)*

**SECTION B**

Answer **all** questions in the spaces provided

**6** Many retailers are expanding their e-commerce operations.

(a)(i) Identify **one** current job for which ICT professionals are being recruited within e-commerce.

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*(1 mark)*

(ii) All ICT professionals require certain personal characteristics in order to work effectively.

Using the job you have suggested in Question 6(a)(i), give **two** personal characteristics for the ICT professional to work effectively, and explain why you consider these characteristics would be essential.

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*(4 marks)*

**Turn over for the next question**

(b) Discuss the benefits and limitations of online shopping to retailers and their customers.

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*(9 marks)*

(c) Explain **two** factors that you think should be considered when designing a web interface for use by customers that would support good customer management.

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*(4 marks)*





(c) A company should have a backup procedure in case data is lost due to a security breach.

Describe **five** items that need to be considered when reviewing backup procedures.

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*(10 marks)*

**8** A multi-national company has offices in London and the New York.

(a) How can the company use ICT to enable effective and efficient communication?

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