

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
3	
4	
5	
6	
7	
TOTAL	



General Certificate of Education
Advanced Subsidiary Examination
January 2009

Information and Communication Technology

INFO2

Unit 2 Living in the Digital World

Friday 16 January 2009 9.00 am to 10.30 am

You will need no other materials.

Time allowed

- 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen. Use pencil only for drawing.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 80.
- Question 7 should be answered in continuous prose.
In this question you will be marked on your ability to:
 - use good English
 - organise information clearly
 - use specialist vocabulary where appropriate.
- You will **not** gain credit for the use of brand names in your answers.

Advice

- You are advised to spend about 30 minutes on Section A.



SECTION A

Answer **all** questions in the spaces provided.

You are advised to spend about 30 minutes on this section.

1 What is an ICT system?

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(4 marks)

4

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

2 (a) Generating and sending out monthly bills

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(2 marks)

2 (b) Internet banking

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(2 marks)



3 (b) Describe measures the family could take to protect their network from threats.

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(4 marks)

10

4 Explain what is meant by the terms the *World Wide Web* and the *Internet*. Your explanation must show that you understand the difference between the two terms.

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(3 marks)

3



Turn over for the next question

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ANSWER IN THE SPACES PROVIDED**

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0 5

SECTION B

Answer **all** questions in the spaces provided.

5 Read the following job description for an IT technician.

**West College
Job Description**

Job Title: IT Technician
Reports to: The IT Manager
Salary: Up to £19,500 depending on experience
Hours of work: 36.25 hours per week (full time)

Purpose of the Job:

To support the IT Manager by providing front line support to staff and students. As the junior member of the IT Department, the IT Technician will work as part of the support team and be involved with all aspects of the work of the department.

Main duties:

- Provide desktop support to staff and students
- Manage the help desk, tracking status of service calls, handling incoming calls, e-mails and mail
- Maintain documentation in an accurate manner
- Maintain, monitor and log backup operations
- Set up new and replacement computers for staff and students
- Ensure that PC or network security issues are reported and dealt with
- Update information on the College website
- Contribute to departmental IT projects
- Undertake any other such duties as may reasonably be required in this position



5 (a) Give **three** personal characteristics required for the IT technician to work effectively, and explain why you consider each of these characteristics would be essential for this job.

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(6 marks)

5 (b) As well as IT technicians and managers, there are many other jobs that are available to ICT professionals.

5 (b) (i) Identify another job that would require an ICT professional.

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(1 mark)

5 (b) (ii) Identify a personal characteristic and explain why it would be essential for the ICT professional that you identified in part (b)(i).

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(2 marks)

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6 (b) (ii) Which types of interface would you **not** recommend for this phone and why?

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(4 marks)

6 (c) These phones are also to be marketed to younger people who have particular needs.
What changes would you recommend to the interface?

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(4 marks)

20

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7 Explain, with the use of examples, how the use of ICT has been influenced by all of the following factors:

- cultural
- economic
- environmental
- ethical
- legal
- social.

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.

(20 marks)

This space is available for planning your answer

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END OF QUESTIONS

20



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