

ICT1 – Jan07 Answer **all** questions.

1 In the context of ICT systems, explain what is meant by:

(a) malpractice; (2 marks)

(b) crime. (2 marks)

2 A company is holding your personal data and, according to data protection legislation, 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 company check before it issues the personal data? (1 mark) (c) Why might you have to pay for a copy of your personal data? (1 mark)

3 Information is a commodity and it can have a monetary value.

State **three** factors that could affect the value of information. (3 marks)

4 A company requests that its customers contact it by e-mail rather than by telephone.

Explain **three** benefits that the company could gain from its customers carrying out this request. (6 marks)

5 Three stages of an ICT system are input, processing and output.

Describe, using an example of each one, what is meant by:

(a) input; (2 marks) (b) processing; (2 marks) (c) output. (2 marks)

6 Give **four** uses of ICT in education and state a benefit of each use. (8 marks)

7 ICT professionals may be required to:

- be willing to work flexible hours
- communicate well orally
- have good problem solving skills.

Explain, giving examples, why ICT professionals should have each of these **three** characteristics.

(6 marks)

8 Companies use ICT systems because of the benefits that they provide.

Giving examples, explain how the use of ICT systems can result in each of the following benefits to a company. Your example must be different in each case.

- (a) Reduction in costs (2 marks) (b) Increased speed of operation (2 marks) (c) Increased business opportunities (2 marks)

9 A school wishes to allow its students access to the Internet for their coursework. However, the Head Teacher is concerned that *unrestricted* access to the Internet might cause problems.

State **four** problems about which the Head Teacher might be concerned and, for each one, explain a measure that could be taken to try to prevent the problem. (8 marks)

10 Software should be designed to protect the health of the user.

State **three** potential health problems from which users should be protected and, for each one, give a software design feature that could be used, and explain how it might protect the health of the user. (9 marks)

**END OF QUESTIONS**