

Paper Reference(s)

**6957/01**

# **Edexcel GCE**

## **Applied Information and Communication Technology**

### **Unit 7: Using Database Software**

**January 2010**

#### **Scenario**

Please open this material immediately. It should be distributed to candidates at least three working weeks before the examination.

Note: There are no practice files for this examination.

The description overleaf will be used as the scenario for the above specification, and will be reissued with the examination paper. This scenario should be used for the purposes of preparing candidates for the examination. This material must not be taken into the examination.

Further details are in the Instructions for the Conduct of Examinations, available from the Edexcel website for this qualification and subject.

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## Scenario

Elisha Bonda owns a company called Elisha Bonda Fashionfones (EBF). It markets its own range of mobile phones all of which have a selection of different features such as Bluetooth. EBF also offers various payment packages of 12, 18 or 24 month duration.

Elisha is mainly concerned with the appearance of the phones. Her marketing ideas are better than her system for record keeping. Her accountant has warned her that she needs a more professional approach to business if her company is to succeed.

The company's current system uses paper records of customers, contracts and phones. This is time consuming and inaccurate. It is difficult for Elisha to monitor sales or to plan for the future.

Acting on the advice of her accountant Elisha has employed you to design, implement and test a relational database that would benefit her company in terms of:

- accurate record keeping
- efficiency
- improved customer service.

Elisha is quite clear about what she wants the database to do. It needs to be able to:

- record and update customer details
- record and update contract details
- allow staff to view customer and contract details from a range of input data
- indicate when a contract is one month from expiring
- track stock levels of the phones
- generate reports and messages if stock levels go below the re-order level
- generate reports on sales.

Above all, the database interfaces must be clear, well presented and intuitive.

Elisha realises that human error can occur so she has asked you to implement a range of measures to prevent invalid data being entered.

When a contract is set up the customer's bank account details are recorded. Monthly payments are then made by direct debit. The database system is not required to keep track of payments. This is carried out satisfactorily by the accounts clerk and Elisha does not want to change this at the moment.

Some customers have more than one contract. Most of the existing contracts were taken out for 12 month packages but Elisha wants to get customers interested in packages for 18 or 24 months as these are more profitable.

There is a range of different phones available. Any phone can be linked with any package.