

Paper Reference(s)

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Edexcel GCE

**Applied Information and
Communication Technology**

Unit 9: Communication and Networks

May 2007

Scenario

Please open this material immediately. It should be distributed to candidates no sooner than three working weeks before the 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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Turn over

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Scenario

The Bonnington family has three successful holiday villages near Havering, Leeds and Liverpool. Each holiday village has a number of self-catering villas, several restaurants and shops and a wide range of bookable sports facilities.

The Head Office of Bonnington Holiday Villages is based at the Havering site. Its departments are: Accounts & Finance, Administration, Human Resources, IT Services, Purchasing, Sales & Marketing and Warehouse & Distribution.

Head Office Site

The Accounts & Finance office is on the ground floor. There are ten staff in this office. Each member of staff has their own PC. There is a laser printer and a fax machine in the office.

Next to Accounts & Finance is the Administration office. The Administration Manager, his two administrative supervisors and four administration clerks are based in this office. Each member of staff has their own PC. The supervisors are responsible for all the receptionists. The receptionists work a 24 hour shift manning the reception desk. During the day there are four receptionists manning the front reception desk, they all need access to the booking system in order to book guests in and out and to update guest records. During the night there is only one receptionist on duty. There is a printer by the reception desk and a printer in the office.

The Sales & Marketing office is also based on the ground floor. The Booking Supervisor, the Sales & Marketing Manager, the Marketing Coordinator, the Sales Supervisor and the Webmaster are all based in this office. Each member of staff has their own PC. There is a laser printer in the office.

The second floor is occupied by IT Services, the Network Manager and his team of three technicians are based in this room. The servers are located here.

Next to IT Services is the Purchasing Department. The Purchasing Manager and her three staff are based here. Each has their own PC but the Purchasing Manager prefers to use her notebook computer as it is more convenient.

The warehouse is located in a separate building, 400 metres from the main office block. The Warehouse & Distribution Manager, the Despatch Supervisor and the Warehouse Supervisor share an office in the warehouse.

The Future

The Board of Directors would like all three holiday villages linked together.

The network at Head Office has been added to over the years and is now very unreliable and will need to be replaced.

All departmental managers will be issued with their own notebook computers so they can work at home and then connect to the network at the office.

Eventually the ICT provision at Leeds and Liverpool will also need to be upgraded.

Your Role

You have been recruited to help the Network Manager install the new network at the Havering site.