

Centre No.						Paper Reference						Surname	Initial(s)
Candidate No.						I	T	1	0	1	/	0	1

### Paper Reference(s)

IT101/01

Examiner's use only

Team Leader's use only

Principal II

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# Principal Learning

## Information Technology

INTRODUCTION

## Unit 1: Technology in Organisations

Friday 9 January 2009 – Afternoon

Time: 45 minutes

## Instructions to Candidates

**Instructions to Candidates**  
In the boxes above, write your centre number, candidate number, your surname, initial(s) and signature.

Check that you have the correct question paper

Check that you have the correct question paper.  
Answer ALL the questions. Write your answers in the spaces provided in this question paper.

Answer ALL the questions. Write your answers in the boxes provided.  
Do not use pencil. Use blue or black ink.

Do not use pencil. Use blue or black ink.  
Some questions must be answered with a cross in a box ( $\square$ ).

Some questions must be answered with a cross in a box (☒).  
If you change your mind about an answer, put a line through the box (☒) and then mark your new answer with a cross (☒).

## **Information for Candidates**

The marks for individual questions and the parts of questions are shown in round brackets: e.g. (2).

The marks for individual questions and the parts of questions are shown in brackets. There are 5 questions in this question paper. The total mark for this paper is 45.

## **Advice to Candidates**

You are advised to read the questions carefully.

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W850/IT101/57570 6/5/3/2



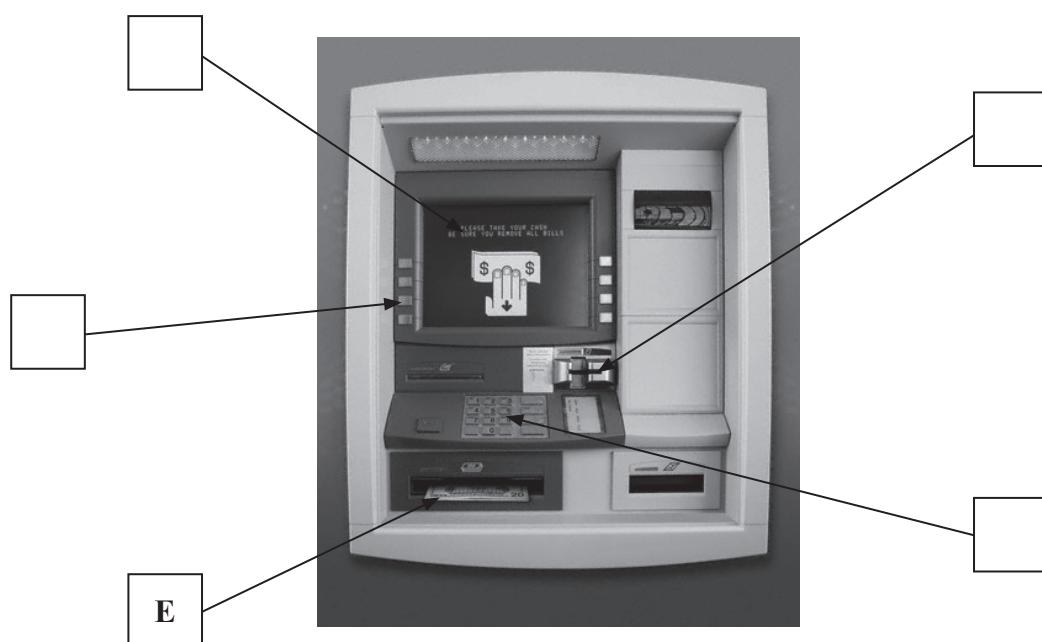
*Turn over*

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**Answer ALL the questions.**

1. (a) ATMs are an easy way for a customer to take out money from their bank. Figure 1 shows a picture of an ATM. Write the correct letter in each box to show what each component is used for.  
E has been done for you.

A	Select service required
B	Insert card
C	View instructions
D	Enter PIN
E	Collect money



**Figure 1 – ATM**

(4)

- (b) Which of these cards is used to get money from an ATM?  
Select **one** answer from the list below.

Debit card.	<input checked="" type="checkbox"/>
Pre-payment card.	<input type="checkbox"/>
Identity card.	<input type="checkbox"/>
Loyalty card.	<input type="checkbox"/>

(1)



Leave  
blank

- (c) HFM Bank has decided to introduce home banking for customers.  
Which of these is the **most** likely reason for introducing home banking?

To improve communication between branches.	<input checked="" type="checkbox"/>
To improve security.	<input checked="" type="checkbox"/>
To save costs by reducing the number of staff.	<input checked="" type="checkbox"/>
To reduce travelling time for bank staff.	<input checked="" type="checkbox"/>

(1)

- (d) Customers will be able to do most of their banking online.  
Which **one** of these will they **not** be able to do from home?

Print bank statements.	<input checked="" type="checkbox"/>
Withdraw money.	<input checked="" type="checkbox"/>
Check the balance in their account.	<input checked="" type="checkbox"/>
Pay bills.	<input checked="" type="checkbox"/>

(1)

- (e) Customers need a password to use the home banking service. They must keep their password secure.  
Which of these is sensible advice to follow?

Write your password down.	<input checked="" type="checkbox"/>
Use your name as a password.	<input checked="" type="checkbox"/>
Tell someone else your password.	<input checked="" type="checkbox"/>
Change your password regularly.	<input checked="" type="checkbox"/>

(1)

Q1

(Total 8 marks)



3

Turn over

2. (a) RW Leisure is a sports centre. It uses a computer system to store members' details. These components are part of the computer system. Identify the function of each component by placing a cross in **one** box in each row. The USB stick has been done for you.

Component	Input	Output	Storage
USB stick	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Printer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Leave blank

(4)

- (b) RW Leisure uses a computer system to record the attendance of members. A database is used to record attendance. What type of software is a database?

Application software.	<input checked="" type="checkbox"/>
Security software.	<input checked="" type="checkbox"/>
Operating system software.	<input checked="" type="checkbox"/>
Communication software.	<input checked="" type="checkbox"/>

(1)

- (c) Sometimes classes at the sports centre are cancelled or changed at short notice. When this happens members need to be informed as quickly as possible. Which of these is the **least** appropriate method to use?

Telephone.	<input checked="" type="checkbox"/>
Letter.	<input checked="" type="checkbox"/>
Email.	<input checked="" type="checkbox"/>
Text message.	<input checked="" type="checkbox"/>

(1)



Leave  
blank

- (d) The sports centre manager uses email to send information to staff.  
What type of software is needed to send the email?

Security software.	<input checked="" type="checkbox"/>
Operating system software.	<input checked="" type="checkbox"/>
Communication software.	<input checked="" type="checkbox"/>
Application software.	<input checked="" type="checkbox"/>

(1) Q2

(Total 7 marks)



3. (a) EPOS systems are used in supermarkets.  
Here is a picture of an EPOS terminal. Write the correct letter in each box to identify the components.

Leave blank

<b>A</b>	Keyboard
<b>B</b>	Screen
<b>C</b>	Barcode scanner
<b>D</b>	Receipt printer



**Figure 2 – EPOS Terminal**

(4)

- (b) Every item for sale in a supermarket has a barcode. Barcodes are scanned at the EPOS terminal.  
Identify **one** piece of information that is contained in a barcode.

Item code.	<input checked="" type="checkbox"/>
Item price.	<input checked="" type="checkbox"/>
Date of manufacture.	<input checked="" type="checkbox"/>
Supermarket name.	<input checked="" type="checkbox"/>

(1)

- (c) Which **one** of these statements about barcodes is **not** correct?

Data input is accurate.	<input checked="" type="checkbox"/>
Barcodes reduce theft from supermarkets.	<input checked="" type="checkbox"/>
Data input is fast.	<input checked="" type="checkbox"/>
Barcodes are read by lasers.	<input checked="" type="checkbox"/>

(1)



Leave  
blank

- (d) Many supermarkets give customers loyalty cards.  
The advantage to the supermarket of having a loyalty card scheme is to:

reduce queues.	<input checked="" type="checkbox"/>
increase sales.	<input checked="" type="checkbox"/>
increase prices.	<input checked="" type="checkbox"/>
monitor checkout operators.	<input checked="" type="checkbox"/>

(1)

- (e) Many supermarkets provide self-service checkouts. Customers scan and pack items themselves.  
A benefit to the supermarket of providing self-service checkouts is that:

less staff are needed.	<input checked="" type="checkbox"/>
fewer plastic carrier bags are used.	<input checked="" type="checkbox"/>
equipment costs are lower.	<input checked="" type="checkbox"/>
fewer errors are made.	<input checked="" type="checkbox"/>

(1)

- (f) Pat's burger bar is a fast food outlet. It needs to process customer orders as quickly as possible.

Identify which **one** of these devices is used to input orders and record payments.

Sensor.	<input checked="" type="checkbox"/>
Printer.	<input checked="" type="checkbox"/>
Barcode scanner.	<input checked="" type="checkbox"/>
Touch screen.	<input checked="" type="checkbox"/>

(1)

Q3

(Total 9 marks)



4. (a) The list on the left shows problems that can occur when using the internet.  
 The list on the right shows solutions to these problems.  
 Draw a straight line to link a problem to its solution.  
 Each problem has **one** solution.

Leave  
blank

Problem	Solution
Spam	Firewall
Hacking attempts	Filter software
Viruses	Email filter
Anti-social material	Anti-virus software

(4)

- (b) Online auction sites are a popular way of buying and selling items.  
 Put a cross () in the correct box to complete each sentence below.

Online auction sites allow people to buy and sell items on the internet  .  
over the phone

Users must provide their date of birth  email address  when they register to use these sites.

Sellers download  upload  photographs of items for sale to the auction site.

People can bid for items they wish to buy.

Secure payment systems are used to pay for goods. Buyers must provide details of  
 their debit card  income  to make a payment.

(4)



Leave  
blank

- (c) Downloading music from the internet is very popular.  
Which of these statements is true?

All music files take the same amount of time to download.	<input checked="" type="checkbox"/>
Music is always free to download.	<input checked="" type="checkbox"/>
It is illegal to download music without the owner's permission.	<input checked="" type="checkbox"/>
Downloaded music can always be legally copied.	<input checked="" type="checkbox"/>

(1)

- (d) JayJay Sports is a small company that sells sports equipment.  
The company is planning to set up a website.  
One of the main reasons for setting up a website is to:

improve staff performance.	<input checked="" type="checkbox"/>
reduce costs.	<input checked="" type="checkbox"/>
encourage people to be more active.	<input checked="" type="checkbox"/>
access new markets.	<input checked="" type="checkbox"/>

(1)

- (e) The website has been so successful that JayJay Sports has decided to close its high street shops and trade completely online.  
Put a cross () in the correct box to complete each sentence below.

Online trading will enable the company to offer a smaller  range of products  
wider   
and increase revenue   
losses   
Online trading will also reduce  staff costs and overheads, such as rent and  
increase   
other bills.  
Delivery  information will be used to identify other products that customers  
Sales   
might like to buy.

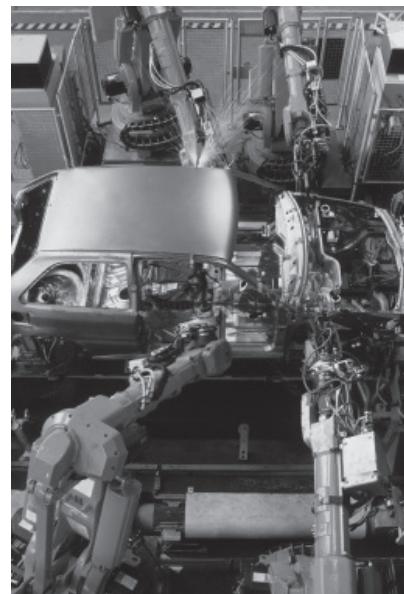
(4)

(Total 14 marks)

Q4



5. (a) Car manufacturers use technology in many different ways.  
Figure 3 shows a robot spray-painting a car.



Leave  
blank

**Figure 3 – Robot spray-painting a car**

One reason why a manufacturer might prefer to use a robot rather than a human is that a robot:

can work more accurately than a human.	<input checked="" type="checkbox"/>
can think for itself.	<input checked="" type="checkbox"/>
does not cost anything to run.	<input checked="" type="checkbox"/>
does not require maintenance.	<input checked="" type="checkbox"/>

(1)

- (b) A robot can be used to move car parts around a factory.  
It must be programmed to stop if an object is in its way.  
Which device would be used to detect the object?

Plotter.	<input checked="" type="checkbox"/>
Scanner.	<input checked="" type="checkbox"/>
Sensor.	<input checked="" type="checkbox"/>
Monitor.	<input checked="" type="checkbox"/>

(1)



Leave  
blank

- (c) CAD packages are used to design cars.  
Which device is used to produce a hard copy of a design?

Plotter.	<input checked="" type="checkbox"/>
Monitor.	<input checked="" type="checkbox"/>
Sensor.	<input checked="" type="checkbox"/>
Scanner.	<input checked="" type="checkbox"/>

(1)

- (d) Manufacturers use process control systems in order to improve performance and cut costs.

Here are some statements about process control systems.

**Four** of these statements are correct.

Place a cross in the box next to each of the **four** correct statements.

The equipment is cheap to buy.	<input checked="" type="checkbox"/>
The equipment can be reprogrammed to handle a new production run.	<input checked="" type="checkbox"/>
The quality of output is more consistent.	<input checked="" type="checkbox"/>
Deadlines are always met.	<input checked="" type="checkbox"/>
Running costs are low.	<input checked="" type="checkbox"/>
Fewer staff are needed.	<input checked="" type="checkbox"/>
The equipment can work in dangerous conditions	<input checked="" type="checkbox"/>
Pollution is reduced.	<input checked="" type="checkbox"/>

(4)

Q5

(Total 7 marks)

**TOTAL FOR PAPER: 45 MARKS**

END



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