**Edexcel
Principal Learning**

Centre Number

Candidate Number

Information Technology

**Level 1
Unit 1: Technology in Organisations**

Tuesday 25 May 2010 – Morning
Time: 45 minutes

Paper Reference
IT101/01

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.

Information

- The total mark for this paper is 45.
- The marks for **each** question are shown in brackets
  – *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ▶

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Answer ALL questions.

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 ☒.

1 ATMs are a convenient way for individuals to get cash from their bank accounts.

(a) Which **four** of the following components would be part of an ATM?

(4)

A	Scanner.	☒
B	Card reader.	☒
C	Modem.	☒
D	Keypad.	☒
E	Sensor.	☒
F	Printer.	☒
G	Screen.	☒
H	Server.	☒

(b) Identify **one** other use of an ATM.

(1)

A	Access an online account.	☒
B	Email the bank.	☒
C	View an account balance.	☒
D	Pay credit card bills.	☒

(c) To use an ATM a customer needs a debit card.

The electronic data can be stored on a chip in the card.

Where else can the electronic data be stored?

(1)

A	Signature stripe.	☒
B	Magnetic stripe.	☒
C	Hologram.	☒
D	Account number.	☒

(d) The increased use of ATMs has allowed banks to:

(1)

A	increase bank charges.	☒
B	reduce the number of branches.	☒
C	increase the number of staff.	☒
D	reduce bank charges.	☒

(e) Banks monitor the use of ATMs.

One reason banks do this is to:

(1)

A	stop customers going overdrawn.	☒
B	identify where more ATMs are needed.	☒
C	stop customers from other banks using their ATMs.	☒
D	monitor how hard the staff are working.	☒

(Total for Question 1 = 8 marks)

H 3 5 8 1 1 A 0 3 1 2

2 Cinema View is a cinema complex. Customers can buy tickets using a variety of methods.

(a) Cinema View has a website which allows customers to reserve their tickets online.

Which **one** of the following would be necessary to use this facility?

(1)

A	A telephone.	☒
B	A printer.	☒
C	An internet connection.	☒
D	An email address.	☒

(b) To collect their reserved tickets customers can use self-service machines located in the Cinema View complex.

Which device would allow customers to input their reservation details?

(1)

A	Touch screen.	☒
B	Sensor.	☒
C	Scanner.	☒
D	Monitor.	☒

(c) Identify **one** benefit to Cinema View in providing self-service machines.

(1)

A	Fewer staff will be needed.	☒
B	Improved communication with staff.	☒
C	Improved communication with customers.	☒
D	Lower equipment costs.	☒

(d) The self-service machines are part of a network of computers in the complex. The network is linked via a central computer.

The name given to a central computer is a:

(1)

A	server.	☒
B	PC.	☒
C	hard drive.	☒
D	laptop.	☒

(e) Cinema View issues an online newsletter once a month with information about films and actors.

The **main** reason for issuing the newsletter is to:

(1)

A	improve communication with staff.	☒
B	reduce the price of tickets.	☒
C	improve communication with customers.	☒
D	increase the price of tickets.	☒

(f) **One** reason for issuing the newsletter online rather than in hard copy is to reduce:

(1)

A	customers' printing costs.	☒
B	preparation time.	☒
C	the cinema's printing costs.	☒
D	staff costs.	☒

(g) The table shows some components of a computer system.

Identify **one** function of each component by putting a cross ☒ in the correct box.

The first one has been done for you.

(4)

Component	Input	Output	Storage
USB stick	☒	☒	☒
Plotter	☒	☒	☒
DVD	☒	☒	☒
Speaker	☒	☒	☒
Microphone	☒	☒	☒

(Total for Question 2 = 10 marks)

Turn over ▶

3 Crazy Clothing is a company that sells children's clothing over the internet.

(a) This list shows the steps that must be followed to buy clothes from the website.

Put them in the correct order by putting a number from 1 to 5 next to each step.

Step 1 has been done for you.

(4)

Add an item to the 'basket'.	
Browse the website.	
Access the internet.	**1**
Load the website.	
Enter payment details.	

(b) When Crazy Clothing receives an order, confirmation is automatically sent to the customer.

Which **one** of the following methods will be used to send the automatic confirmation?

(1)

A	Letter.	☒
B	Fax.	☒
C	Email.	☒
D	Phone.	☒

(c) Identify **one** advantage to Crazy Clothing of using an online ordering system.

(1)

A	Improve staff satisfaction.	☒
B	Lower overheads.	☒
C	Improve customer communication.	☒
D	Lower prices.	☒

(d) Customers ordering goods online must make sure they prevent unauthorised access to data on their PC.

Identify the software they should use to stop this happening.

(1)

A	Database.	☒
B	Spreadsheet.	☒
C	Web browser.	☒
D	Firewall.	☒

(e) Crazy Clothing can track deliveries to customers.
Parcels are labelled with customer details and a barcode.

Which of the following must be included in the barcode to allow the parcels to be tracked?

(1)

A	The cost of items in the parcel.	☒
B	The parcel identity number.	☒
C	The weight of the parcel.	☒
D	The size of the parcel.	☒

(f) A hand-held barcode scanner is used to read the barcode when the parcel is delivered to the customer.

A barcode scanner is:

(1)

A	an input device.	☒
B	an output device.	☒
C	a storage device.	☒
D	a communication device.	☒

(g) The delivery drivers use GPS to help them get to customers' houses.

A GPS finds locations using signals received from:

(1)

A	satellites.	☒
B	mobile telephones.	☒
C	the internet.	☒
D	modems.	☒

(Total for Question 3 = 10 marks)

Turn over ▶

4 EFTPOS systems are widely used in supermarkets to process customers' payments.

(a) Put a cross ⊠ in the correct box to complete each sentence below.

The first one has been done for you.

(4)

A debit card ⊠ is inserted into a barcode ☐ reader.
   loyalty card ☐   chip and pin ☐

The information is sent from the reader to the customer's bank

via the telephone ☐ .
         internet ☐

The payment is transferred from the customer's ☐ account
                                     supermarket's ⊠

to the customer's ☐ account.
        supermarket's ☐

(b) Some supermarkets provide self-service checkouts. Customers scan and pack items themselves.

Self-service checkouts:

(1)

A	only accept cash.	⊠
B	lead to more mistakes being made.	⊠
C	reduce the number of staff needed.	⊠
D	allow the supermarket to stay open longer.	⊠

(c) Most supermarkets have loyalty card schemes.

Customers with loyalty cards can:

(1)

A	get cash back on the loyalty card.	⊠
B	take advantage of 'buy one get one free' offers.	⊠
C	collect points when they buy items.	⊠
D	use 'loyalty card only' tills.	⊠

(d) Supermarkets have loyalty card schemes to:

(1)

A	speed up queuing time for customers.	☒
B	encourage customers to return.	☒
C	offer a wider range of items.	☒
D	put up prices for loyal customers.	☒

BETA BURGERS is a fast food outlet. They use an EPOS system and analyse the data collected.

(e) One set of data that will be collected by the EPOS system is the:

(1)

A	age of staff.	☒
B	opening times.	☒
C	price of burgers.	☒
D	sales of burgers.	☒

(f) Analysing the data collected by the EPOS system will help BETA BURGERS to make sure that:

(1)

A	the supply of burgers matches customer demand.	☒
B	a healthy amount of salt is added to customers' orders.	☒
C	the burgers are cooked for the correct length of time.	☒
D	the staff are always kept busy.	☒

(Total for Question 4 = 9 marks)

Turn over ▶

5 GFD Leisure is a sports centre. The centre has a computer network.

The members' personal details are stored in a database on the network.

(a) What type of software is a database?

(1)

A	Communication software.	☒
B	Operating system software.	☒
C	Application software.	☒
D	Security software.	☒

(b) The members' details must be kept secure. Staff gain access to the computer room by using a fingerprint scanner.

What type of scanner is a fingerprint scanner?

(1)

A	Ergonomic.	☒
B	Biometric.	☒
C	Character.	☒
D	Laser.	☒

(c) Members can book facilities, such as squash courts, via email. An email filter has been installed on the network.

One reason for installing an email filter is to:

(1)

A	reduce the amount of junk mail.	☒
B	stop hackers accessing the system.	☒
C	stop viruses infecting the system.	☒
D	restrict staff accessing websites in work time.	☒

(d) GFD Leisure has produced a multimedia presentation to show members how to use the gym equipment safely.

Which **one** of the following should be used to show the presentation to a large group of members?

(1)

A	Touch screen.	☒
B	Data projector.	☒
C	Scanner.	☒
D	Printer.	☒

(e) Gym members can have their heart rate monitored when they use the equipment.

Put a cross ☒ in the correct box to complete each sentence below.

(4)

The heart rate monitor is attached to the member's arm and a sensor is used to

output ☒

input ☒   the heart rate.

The data is sent to a   processor ☒

   scanner ☒   .

Software analyses the data which is   output ☒

   input ☒   to a screen.

The data can also be stored on a   server ☒

   USB stick ☒   so the member can take their

results home.

(Total for Question 5 = 8 marks)

TOTAL FOR PAPER = 45 MARKS

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