

Write your name here	
Surname	Other names
Edexcel Principal Learning	Centre Number
	Candidate Number
<h1>Information Technology</h1> <h2>Level 3</h2> <h3>Unit 2: Understanding Organisations</h3>	
Wednesday 9 June 2010 – Morning Time: 1 hour 30 minutes	Paper Reference IT302/01
You must have: Insert (enclosed)	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.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 90.
- 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.

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Turn over ►

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Answer ALL questions.

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

1 Latons is run as a 'not-for-profit' charitable trust.

(a) Which description best describes how Latons should deal with any profit it makes as a 'not-for-profit' charitable trust? (1)

A	Profits must be shared between the trustees of Latons	<input type="checkbox"/>
B	Profits must be invested in other charities	<input type="checkbox"/>
C	Profits must be invested back into Latons	<input type="checkbox"/>
D	Profits must be shared between all the staff of Latons	<input type="checkbox"/>

(b) Refer to the **Planned reorganisation** section on page 4 of the insert.

Figure 3 shows part of the revised management structure for Latons.

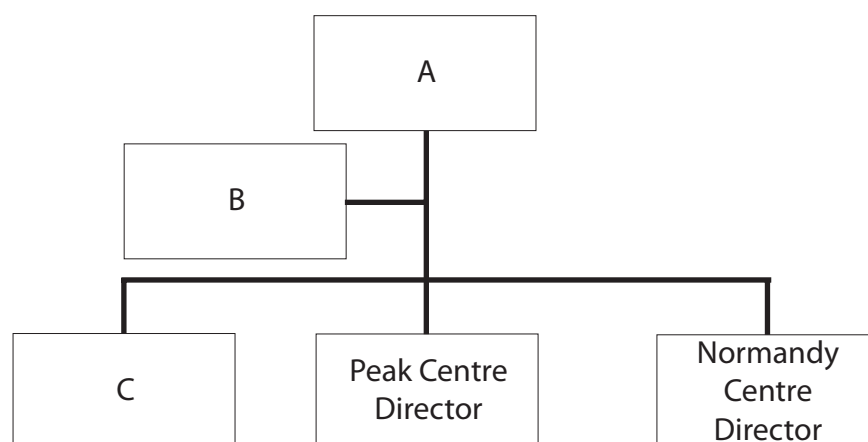


Figure 3 – Part of revised management structure

Study the job titles below and decide which level in the management structure A, B or C on Figure 3 would be most appropriate for each role.

(3)

	Mull Centre Director	Group Director and Pembrokeshire Centre Director	Group Fundraiser
A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



(c) Identify **two** roles and responsibilities of the group director.

(4)

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(d) Explain why the old management structure has led to different IT operating systems being used at the centres.

(2)

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(e) Describe **one** advantage and **one** disadvantage to Latons of outsourcing the IT provision to Crefft IT.

Advantage

(4)

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Disadvantage

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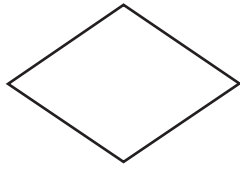
(Total for Question 1 = 14 marks)



2 Study Figure 2, the Current booking process flow diagram, on page 5 of the insert.

(a) What do the following symbols in the diagram represent?

(i)



(1)

(ii)



(1)

(b) Describe **two** weaknesses of the current booking system for customers.

(4)

1.....

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(c) Study Figure 4, on the opposite page, which shows the design of an automated web-based booking system proposed by Crefft IT. The booking process should allow customers to see all:

- dates with vacancies at all four centres
- types of accommodation available on those dates
- activities that could be undertaken on those dates.

If the customer does not make a choice the customer is taken back either:

- one step,
- more than one step if the previous choice would be inappropriate.

Complete items A, B and C on Figure 4 on the opposite page to show the new booking process.

(3)



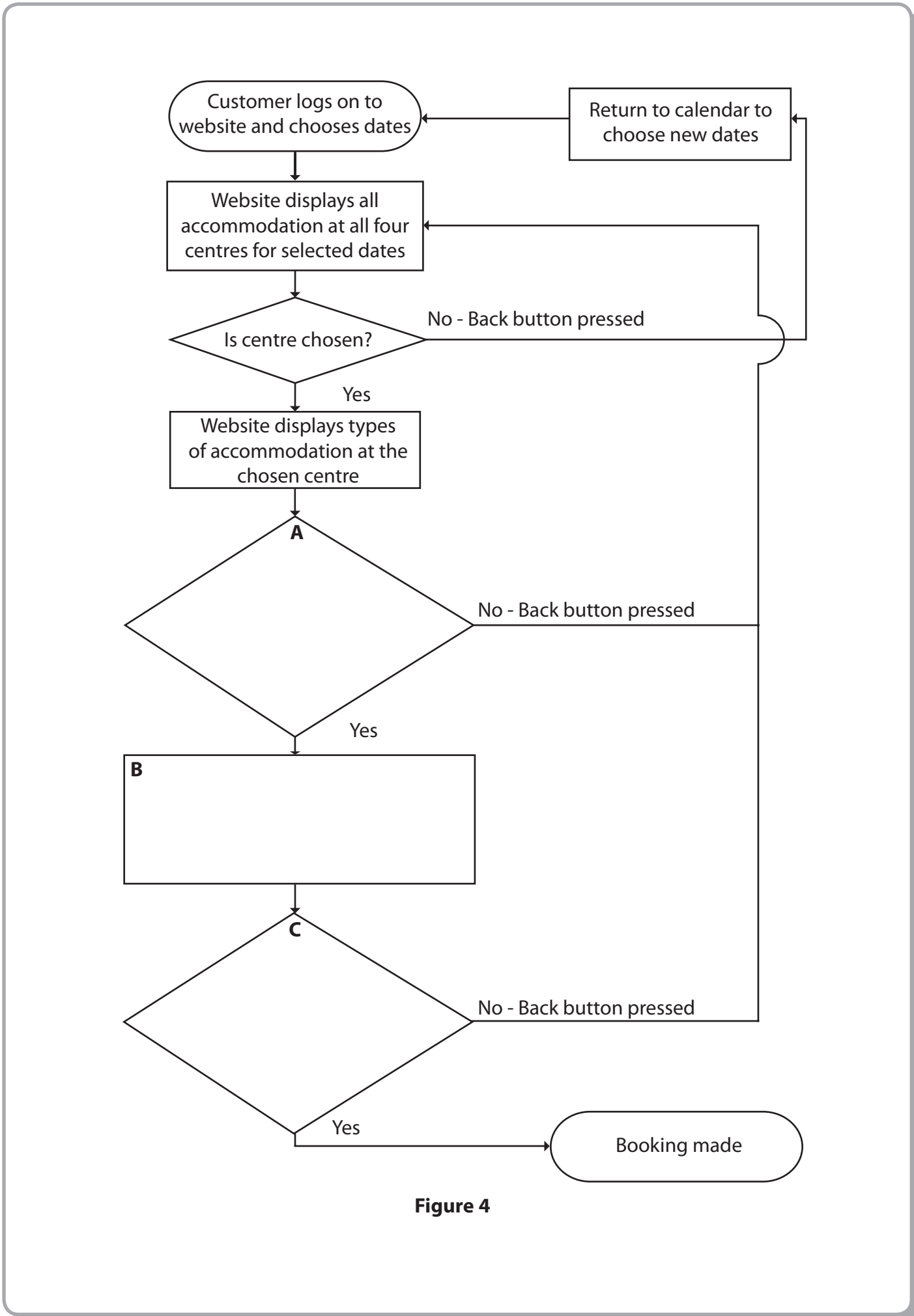


Figure 4



(d) Describe **two** strengths of the new automated booking system.

(4)

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(Total for Question 2 = 13 marks)



3 Currently each centre keeps its own record of donors in a database which it uses for fundraising mail shots. Under the new management system there will be just one database for the whole organisation.

(a) Describe **two** possible data structure issues that might arise from integrating the databases from the four centres.

(4)

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(b) To help the centres, Crefft IT has sent out information about internet protocols.

Explain the purpose of a protocol when sending information between computers.

(4)

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(c) Name **two** protocols.

(2)

1

2

(Total for Question 3 = 10 marks)



- 4 (a) The reorganisation of Latons will require an immediate investment of £10,000 but it is expected to improve operating profits by £2,500 each year.

Calculate the percentage return on investment in the first year.

(2)

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- (b) The trustees have received a report showing that the profitability of Latons will be improved by the reorganisation.

Explain the term **profitability**.

(3)

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- (c) Some of the trustees are concerned about making changes in Latons in the current 'economic environment'.

(i) Explain what the term **economic environment** means.

(2)

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(ii) Give **one** example of why it could be unwise to make changes at the present time. (2)

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(Total for Question 4 = 9 marks)



5 The centre managers have identified several areas where they would like customer feedback. They decide to use paper-based surveys to collect this information.

(a) Describe **two** disadvantages of using paper-based surveys to collect customer feedback.

(4)

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(b) Crefft IT had recommended installing additional computers at each centre so that customers can enter their feedback during their stay. The new group director has decided not to implement the proposed system.

Suggest **four** reasons for the group director's decision.

(8)

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(Total for Question 5 = 12 marks)



6 Several advantages of centralising the financial management of Latons have been identified. One benefit is better monitoring of overall 'cashflow'.

(a) Explain the term **cashflow**.

(2)

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(b) Previous attempts to centralise finances have run into problems with the Normandy centre in France where staff and services are paid in Euros (€).

List **two** ways IT could solve this problem.

(2)

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(c) Describe **two** benefits of using financial software for an organisation, such as Latons.

(4)

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(Total for Question 6 = 8 marks)



Blank lined area for writing answers.

(Total for Question 7 = 12 marks)



8 Crefft IT has been requested to look at how the existing systems at the four centres could be integrated. It has been asked to look at whether it would be better to:

- keep the existing IT set up in each centre and resolve integration issues
- or
- replace the existing systems with one centralised system.

Evaluate these approaches and make a recommendation.

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