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General Certificate of Education  
January 2008  
Advanced Subsidiary Examination

**APPLIED BUSINESS** **BS05**  
**Unit 5 Business Communication and Information Systems**

Wednesday 16 January 2008 9.00 am to 10.30 am

<p><b>For this paper you must have:</b></p> <ul style="list-style-type: none"> <li>• appropriate computer hardware and software</li> <li>• a stationery folder</li> <li>• 8 sheets of A4 plain paper.</li> </ul> <p><b>You may use a calculator.</b></p>
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Time allowed: 1 hour 30 minutes

**Instructions**

- Use blue or black ink or ball-point pen.
- Fill in the boxes at the top of this page.
- You should put your Centre Number and Candidate Number (preferably as a Header or Footer) for each practical task that you are requested to print.
- Answer **all** questions.
- Answer the questions in the spaces provided or on the plain sheets as appropriate.
- Do all rough work in this book. Cross through any work you do not want to be marked.

**Information**

- The maximum mark for this paper is 60.
- The marks for questions are shown in brackets.
- You will be told the arrangements for printing at your Centre.
- No alterations to the text or layout may be made after the one hour 30 minutes has expired.
- You may ask for more plain paper if you require it.
- Questions 2(c) and 3(b) should be answered in continuous prose. In these questions you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate.

For Examiner's Use
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For Examiner's Use			
Question	Mark	Question	Mark
1		3	
2			
Total (Column 1) →			
Total (Column 2) →			
TOTAL			
Examiner's Initials			

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Answer **all** questions in the spaces provided.

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Read the **Background Information** and then answer the questions that follow.

**InfoFix**

*InfoFix* manages the planning and installation of computer networks for clients, such as banks and e-commerce businesses, most of which have several locations. It also offers a computer network relocation service, for instance, when a client moves to new premises.

*InfoFix* employs Project Managers to advise clients on their installations and to plan and manage these installations. Each Project Manager works from home and communicates with the following groups by telephone, fax and email.

- Head Office – Finance and Accounts, Administration Support and warehouses are managed from here.
- Suppliers – these are the businesses that supply *InfoFix* with computer and network equipment, eg computer manufacturers, such as *Dell* and *HP Compaq*.
- Engineers – these are the workers contracted to install the computer networks.

At any one time, each Project Manager will be monitoring the progress of several client installations. The Project Managers aim to ensure that both the suppliers and the engineers are working to the plans specified by *InfoFix*.

Every computer network installation provides challenges for the Project Managers to resolve. These range from incorrect deliveries to the warehouses leading to insufficient stock of hardware (eg missing network cables and computers), to difficulties of getting the installed computer network to function properly.

1 Read **Item A** and then answer the questions that follow.

**Item A**  
**Monitoring an installation**

Nigel Turner, an *InfoFix* Project Manager, is monitoring the installation of computer networks at *HGP* – an insurance business that has twelve offices located in different parts of the UK. The project began on 21 September 2007. A total of 600 computers will be installed within the computer network.

The computers are delivered in batches by the computer manufacturer to a warehouse. Nigel periodically requests specific numbers of computers to be despatched from the warehouse to the appropriate *HGP* office.

Nigel plans for specific numbers of computers to be installed each week (Target Computers Installed). He also receives weekly reports:

- from the computer manufacturer stating the number of computers delivered to the warehouse (Computers Delivered)
- from the engineers stating the number of computers that they have installed (Actual Computers Installed)
- from the warehouse manager stating the number of computers in stock (Reported Stock).

Nigel uses a spreadsheet to record these data and to calculate the number of computers which he thinks should be held at the warehouse (Expected Stock).

(a) Open the spreadsheet **STOCK AND INSTALLATION MONITORING**.

(i) Update the spreadsheet using the following weekly reports.

	<b>4 Jan 08</b>	<b>11 Jan 08</b>	
Target Computers Installed	45	45	
Actual Computers Installed	42	35	
Computers Delivered	100	0	
Reported Stock	140	110	(2 marks)

(ii) Calculate the Expected Stock for 4 and 11 January 2008 by copying the formula from 28 December 2007. (1 mark)

(iii) Save and print a copy of the amended spreadsheet.

(iv) For the period 21 Sep 07 to 11 Jan 08, insert formulae to calculate the **total** number of:

- Target Computers Installed
- Actual Computers Installed
- Computers Delivered. (2 marks)

(v) Save and print a copy of the amended spreadsheet showing the formulae.

(vi) Produce a line graph showing the number of:

- Target Computers Installed each week
- Actual Computers Installed each week.

The line graph should have a **title**, a **legend** and **axis labels**. (5 marks)

(vii) Save the spreadsheet and print a copy of the line graph.

(b) Nigel Turner is concerned that the Reported Stock of computers does not equal the Expected Stock on the 11 January 2008.

(i) Open the word processing file called **EMAIL**.

(ii) Create an email to be sent to the stock controller at the warehouse. The email should inform the stock controller of the difference between Expected Stock and Reported Stock. The email should also state an action to be taken by the stock controller. (3 marks)

(iii) Save and print the email.

(c) Nigel Turner has been requested by *InfoFix* to report on the progress of the *HGP* contract. This contract, for the installation of 600 computers, should be completed by the end of February 2008.

(i) Open the word processing file called **HGP REPORT**.

(ii) Write a short report on the progress of the *HGP* contract using the information contained in the spreadsheet you saved in **(a)(vii)**. Your report should include the line graph you created in **(a)(vi)** to support the issues identified. (7 marks)

(iii) Save and print the report.

**Turn over for the next question**

2 Read **Item B** and then answer the questions that follow.

**Item B**  
**Reporting to Head Office**

*InfoFix* expects each of its Project Managers to produce a quarterly income and expenditure report. These reports detail the revenues and costs associated with the installations that the Project Managers are handling. The reports are currently produced in a spreadsheet format. A copy of Nigel Turner's latest quarterly report is shown in **Figure 1** below.

Sarah Pickford, the Senior Administrator at *InfoFix*, has commented on the difficulties that her staff face when collating quarterly reports from the Project Managers. These reports use different layouts, frequently arrive late and, occasionally, are incomplete. She has proposed that an online database should be designed and implemented. This database would provide a form for the Project Managers to complete. This would enable Sarah's staff to control the format, layout and type of data contained in the quarterly reports.

**Figure 1: Quarterly Income and Expenditure Report from Nigel Turner**

Quarterly Report				
Period	October 2007 to December 2007			
Manager	Nigel turner			
Client installations completed	3			
Client installations in progress	4			
	October	November	December	Total
Computers	£75 000	80 000	115 000	270 000
Other components	6050.45	7056.98	7813.22	20 920.65
Engineer salaries	16 000	16 000	17 000	49 000
Other costs	8050	9254	7521	24 825
Total Expenditure	£105 100.5	112 311	147 334.2	364 745.7
	October	November	December	Total
Total Income	80 256	130 578	161 235	372 069

Key issues: The Bentley Insurance installation proved difficult:

The network failed to operate on 6 out of the 17 sites.

This resulted in an additional engineer cost in December.

HGP project may well not be completed on time, but I've already sent in a report on this.

- layout of information
- clarity of information.

[illegible]

**Question 2 continues on the next page**

- (b) Explain **two** possible security issues that *InfoFix* faces as a result of the Project Managers working from home.

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(4 marks)



- [illegible]

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**3** Read **Item C** and then answer the questions that follow.

**Item C**  
**Planning a relocation**

*FastDVD* is an online retailer of DVD movies and computer games. The business is moving its head office and has asked *InfoFix* to quote for the relocation of its computer network.

Nigel Turner has been given the task of presenting a proposed relocation plan to *FastDVD*'s Operations Manager.

Nigel knows how complex these relocations can be. Clear and accurate communication is vital throughout the project, especially at the initial proposal stage.

- (a) Nigel Turner has identified the following tasks that need to be completed during the relocation of *FastDVD*'s computer network to its new head office.

Tasks	Priority
1 Arrange delivery dates to new head office.	
2 Install server (hardware).	
3 Calculate the number of engineers required and contract them.	
4 Agree the timescale for the move to take place.	
5 Communicate to users that the move is happening and what actions they should take (eg back-up data).	
6 Order new hardware as required.	
7 Ensure the network is up and running.	
8 Identify network requirements of new head office.	
9 Transport hardware to new head office.	

Using the table above, put the tasks into an order of priority for completion (1 = completed first, 2 = completed second etc). (3 marks)

(b) Justify your order of priority.

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(10 marks)

**Question 3 continues on the next page**

- (c) Identify a type of software that Nigel Turner could use to present his relocation plans to *FastDVD*'s Operations Manager. Explain why this type of software would be suitable.

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(4 marks)

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**END OF QUESTIONS**