**AQA**

General Certificate of Education
Advanced Subsidiary Examination
January 2013

# Information and Communication Technology    INFO2

## Unit 2   Living in the Digital World

**Friday 25 January 2013    9.00 am to 10.30 am**

| **You will need no other materials.** |
|---|

## Time allowed
● 1 hour 30 minutes

## Instructions
● Use black ink or black ball-point pen.
● Fill in the boxes at the top of this page.
● Answer **all** questions.
● You must answer the questions in the spaces provided.  Do not write outside the box around each page or on blank pages.
● Do all rough work in this book.  Cross through any work you do not want to be marked.

## Information
● The marks for questions are shown in brackets.
● The maximum mark for this paper is 80.
● Question 9 should be answered in continuous prose.
  In this question you will be marked on your ability to:
  – use good English
  – organise information clearly
  – use specialist vocabulary where appropriate.

| |
|---|
| **SECTION A** |
| Answer **all** questions in the spaces provided. |

**1**  What are the components of an ICT system?

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*(4 marks)*

**4**

**SECTION A**

**2** Explain **two** personal qualities that an ICT helpdesk operative would need in order to carry out this job effectively.

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*(4 marks)*

**4**

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**3 (a)** Define the term *information*.

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*(2 marks)*

**3 (b)** Explain, with examples, factors that can affect the quality of information.

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*(6 marks)*

8

**4** The terms *World Wide Web*, *Internet*, *Extranet* and *Intranet* are often confused. Read the definitions below. Match the correct letters from **A, B, C** and **D** with the definitions given in the table below.

**A** World Wide Web
**B** Internet
**C** Extranet
**D** Intranet

| | **Definition** | **Letter** |
|---|---|---|
| **4 (a)** | A private internal network accessible to the employees of a company. | |
| **4 (b)** | A collection of multimedia resources accessed through a browser. | |
| **4 (c)** | A global collection of linked computer networks. | |
| **4 (d)** | A private network that is accessible to the customers of a company as well as its employees. | |

*(4 marks)*

**Turn over for the next question**

**Turn over ▶**

## SECTION B

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

**5** A home network was badly damaged in a fire. **Figure 1** shows a hard drive that was part of it.

**Figure 1**



All the data stored on the hard drive was lost. Unfortunately, the users of the home network had never backed up their data.

What recommendations would you make for backup and recovery to prevent data loss in the future?

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*(8 marks)*

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**6** ICT systems are used to allow people to telework.

Discuss, using examples, the above statement in relation to individuals and society.

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*(12 marks)*

**12**

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**7** **Figure 2** shows two phones to scale.

**Figure 2**

**Phone A**



**Phone B**

Discuss how the features of the two phones provide suitable interaction for users with different characteristics and requirements.

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*(12 marks)*

**12**

**8**   Discuss the ways that help and support can be provided to users of online systems.

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*(8 marks)*

**8**

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**9**   Read the articles below.

# Article 1

Access of leading social networking sites via mobile browser continues to see significant growth.  In January 2010, 25.1 million mobile users accessed Facebook via their mobile browser, up 112 percent from the previous year.  MySpace attracted 11.4 million users, approximately half that of Facebook, in January.

# Article 2

## Sony hack: private details of million people posted online

*Hackers have attacked Sony and stolen the private details of more than a million people in the latest security breach to hit the electronics giant.*

The latest hack comes just over a month after Sony's enormous PlayStation Network was attacked.  In that incident the data of about 70m customers was stolen, in what is thought to have been the largest hack in history.

The names, birth dates, addresses, emails, phone numbers and passwords of people who had entered contests promoted by Sony were all published on the internet.

Personal data held in ICT systems may not be private or secure.

Discuss the concerns that people have regarding the privacy and security of their personal data held in ICT systems and the consequences of the disclosure, loss or theft of such data.

In this question you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate.     *(20 marks)*

*This space is available for planning your answer, if you wish to use it.*

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**END OF QUESTIONS**

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**ANSWER IN THE SPACES PROVIDED**