

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										



General Certificate of Education
Advanced Level Examination
January 2013

Information and Communication Technology **INFO3**

Unit 3 The Use of ICT in the Digital World

Monday 21 January 2013 9.00 am to 11.00 am

For this paper you must have:

- a clean copy of the Candidate Booklet (enclosed for you to use when answering questions in Section A).

Time allowed

- 2 hours

Instructions

- Use black ink or black ball-point pen. Use pencil only for drawing.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- Section A questions should be answered with reference to the pre-release material.
- 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 100.
- Question 8 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.

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
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8	
TOTAL	



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ANSWER IN THE SPACES PROVIDED**



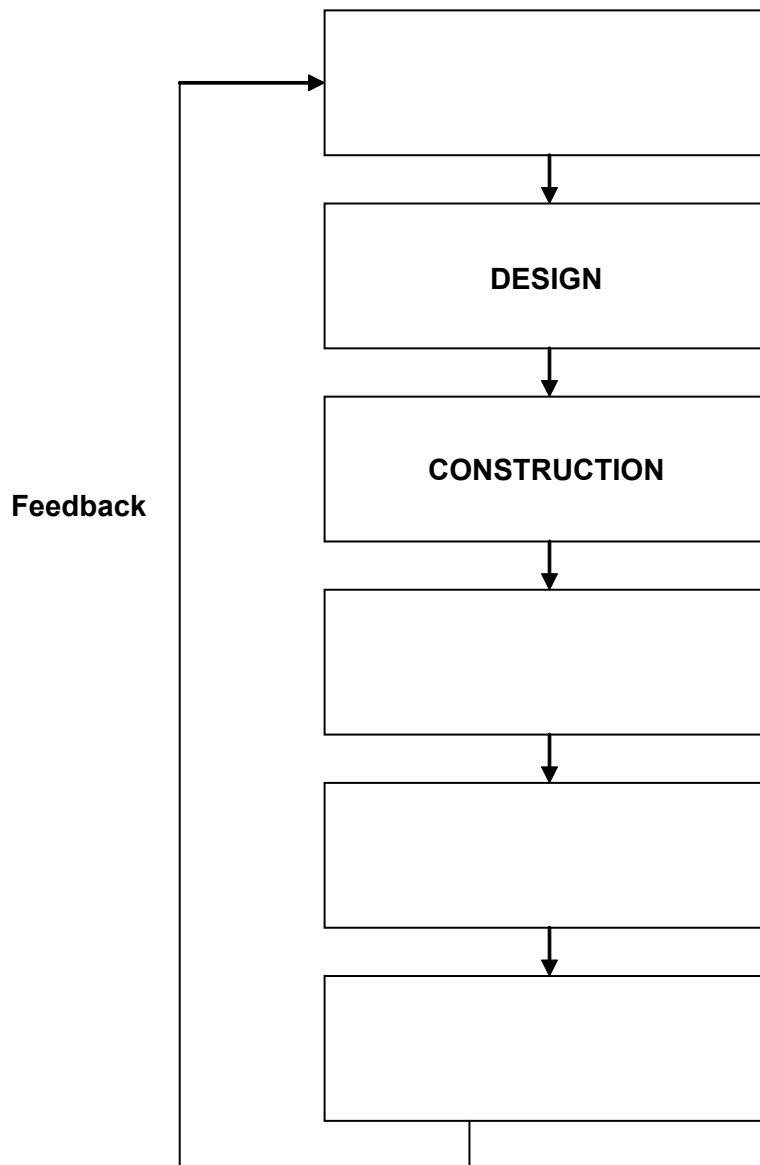
SECTION A

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

- 1** Louisa Tait mentioned that Aggregate had followed only the design and construction stages of the established system development life cycle.

Complete the diagram below by inserting the omitted stages of the system development life cycle in the correct order.

(4 marks)



Turn over ►



2 (a)

Louisa Tait mentioned how Aggregate had breached two principles of the Data Protection Act and explained how future breaches could be prevented.

Describe, with examples relevant to Aggregate, other principles of the Data Protection Act with which Aggregate must comply.

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

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Question 2 continues on the next page

2 (b) Aggregate's customer-facing staff need to understand the principles of the Data Protection Act.

Describe the training options available and recommend and justify the most appropriate training programme for Aggregate's staff.

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

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(15 marks)

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(10 marks)

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Turn over for the next question**Turn over ►**

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Describe other factors that should influence an ICT strategy.

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Turn over ►



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

Discuss how ICT systems can assist with the management of the following two internal resources:

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(10 marks)

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Turn over for the next question

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- 6** ICT systems can vary in size from those used by small, one-person businesses to those used by large, multi-national organisations.

Discuss how the size of an organisation may affect the backup and recovery procedures that it uses.

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

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15

- Customer Relationship Management
- Document management systems
- Systems for collaborative working.

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(9 marks)

9

Turn over for the next question

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- 8 'The continued growth of social media is having a huge impact on the way organisations interact with individuals, such as their employees and customers, and with society in general.'

Discuss this statement.

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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