Factors and consequences of ICT Mark Scheme

1. A zoo has decided to introduce information kiosks at various locations around the zoo.

(a) What are the advantages and disadvantages to the zoo's management of doing this? (4 marks)
(b) What are the advantages and disadvantages for visitors to the zoo of having the kiosks to use? (4 marks)

(a) Advantages: No need to employ staff and worry about illness, salaries and pensions. Kiosks work 24 hours a day. Disadvantages: Cost of installation of kisoks. Technical support for kiosks. Damage by punters.
(b) Advantages: No need to put up with staff temperament, absenteeism, kiosks could have better help facilities, maps, pictures. Disadvantages: Kiosks might break down. Possibility that specific questions can't be answered by a machine.

ICT Systems
2. Give an example of an output from an ICT system and explain why the ICT system is used to produce it. (2 marks)

e.g. Wage slip. A system records where hourly paid employees clock in and clock out each day. The system records the times and then calculates (processes) the employees hourly wage, resulting in a weekly or monthly wage slip and an amount of money deposited into a bank account. (Your answer should consider something similar.)

Data and information
3. Give an example of data that would be input into an ICT system in each of the following forms: (1 x 5 marks)

(a) Numbers   *234, 1.67 - UCAS points, average number of sick days per annum.*

(b) Text   *01902421326, Jones - a telephone number, surname*

(c) Sound   *wav, mp3, midi file*

(d) Still image   *jpeg, bitmap, gif file*

(e) Moving images. *avi, divx*

ICT Systems
4. Using the example given as an activity in your textbook, consider the 6 components of an ICT system and describe how each make up all the parts in a supermarket such as Asda. (12 marks)

Hardware - Local Area network connected to workstations in the manager's office and accounts department in store. Printers attached to both. Bar code reader in manager's office. All cash till points linked in store and barcode readers at various points around the store to supply information.
Software - Systems software and bespoke software for grocery store. Software for personnel and supplier payment and control.

People - Managers (fresh produce, bakery, dry goods) General Manager, store cashiers, packers, warehouse controllers.
Data - clock in/out system punched in and read by an optical reader.
Procedures: Items barcode data is fed through each till. At the end of the day batch processes are run and stock items sold are checked. Lists of which stocks are low in the warehouse and need to be replaced, are sent to the ordering department who ensure that suppliers are given the next day's/ weeks orders.
Information - Fastest selling brands are noted and potentially their prices are increased. Stock not selling is put at the store front and given an 'under offer' marketing push. Fluctuations in seasonal sales also gives managers information on when to promote or order in certain items. e.g. Halloween items in October, ice creams in July/August.

5. What 3 features make up a system? Sketch a diagram below. (3 marks)

INPUT >OUTPUT>PROCESS

Total: 30