

R001: Understanding Computer Systems – Mock Exam 2

Candidates answer on the question paper.

Supplied Materials:

- Clean copy of the case study

Other Materials Required:

- None

May 2017
Duration: 1 hour

Candidate Forename:		Candidate Surname:	
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INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Write your answer to each question in the space provided, however additional paper may be used if necessary.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **60**.
- The document consists of **8** pages. Any blank pages are included.

Information for Learners

Car sales showrooms sell new and previously owned cars. (Scenario 1). Breakdown recovery services operate fleets of specially engineered vehicles that are able to transport broken down cars and other vehicles from the site of a breakdown to a repair garage or other location. (Scenario 2)

Scenario 1

Indiana Motors is an established business with a car sales showroom that sells between 150 and 300 new and previously owned cars a year. Indiana Motors keeps detailed records of each car it stocks and sells. It also keeps records of the details about each of its customers when they buy a car.

When a customer requests a test drive of a car they are interested in buying, the details of the booking are entered onto an online calendar. This calendar is shared with the sales team who are then responsible for ensuring that a sales person is available to accompany the customer on the test drive.

As part of its marketing, Indiana Motors has a multimedia presentation that plays in a loop in the showroom. The multimedia presentation was created by the Sales Team at Indiana Motors and features many of the cars that are currently on sale in the showroom.

Scenario 2

Safe Breakdown is a breakdown recovery and vehicle repair service that is recommended by Indiana Motors. Safe Breakdown uses technology in all areas of the business and has recently introduced technology into the processes of vehicle tracking and parts tracking in its warehouse.

Safe Breakdown prides itself on how well it looks after its staff and operates a well-resourced headquarters building which includes a canteen and a staff shop. Each member of staff is provided with a payment card that they can use to pay for their purchases. The total cost of all purchases made by the employee is deducted from their wages at the end of each month.

Safe Breakdown handles a large quantity of personal data about clients on a daily basis and must be aware of legal restrictions on how it handles this data.

Dulcie works for Safe Breakdown as a vehicle recovery driver. To support her in her work, Dulcie is provided with a smartphone, which is used to pass on locations of breakdowns if she is out of the building. The Safe Breakdown Acceptable Use Policy states that Dulcie must keep her smartphone switched on and fully charged at all times and she makes sure that she keeps to this rule. Dulcie is also provided with a hands-free headphone set for use with the smartphone.

Scenario A

The questions in this section are based on the scenario in the case study and your background research.

Answer all questions.

1 Indiana Motors wants to play a multimedia presentation stored on their computer system.

(a) Identify **two** input devices that you could use to select a presentation stored on the system.

1

2[2]

(b) Identify **two** output devices that Indiana Motors would need so that they can show the presentation.

..... [1]

..... [1]

(c) Identify **two** file types that are used to store video digitally.

1

2[2]

(d) Indiana Motors selects the presentation they want to play from a storage area.

(i) Identify **one** storage medium that would be suitable for this purpose.

..... [1]

(ii) Give **two** reasons why this is the most suitable medium.

1

2[2]

2 Indiana Motors creates and their own presentation by combining together video. Music, text and images.

Explain **three** features of a Multimedia presentation software that could be used in a presentation

- 1
- 2
- 3

[6]

3 Indiana Motors has a user form, on the website, which people can fill in and submit if they want to book any test drives at the garage.

(a) Complete the table below to describe the purpose of each user form feature.

User form feature	Describe one purpose of this feature
Button	
Radio button	
Text field	
List	

[4]

Scenario B

The questions in this section are based on the scenario in the case study and your background research.

Answer all questions.

5 Safe Breakdown uses tracking for its cars and stock. Explain how each method of tracking would work

(a) Car tracking

.....
.....
.....
..... [2]

(b) Parts tracking

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.....
..... [2]

6 Safe Breakdown uses smartphones and hands-free headsets to manage their breakdown staff

(a) Explain 2 ways a smartphone be used for this task?

Way 1
.....

Explanation
.....
.....

Way 2
.....

Explanation
.....
.....

[6]

(b) Safe Breakdown uses an Acceptable use policy with its staff. Explain what an Acceptable use policy is and why it is necessary.

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..... [3]

7 Safe Breakdown uses spreadsheet software to calculate each staff wages and spending in the café and shop each month..

Explain **three** reasons why this software is suitable for this purpose.

1
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2
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3
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[6]

8 Safe Breakdown holds personal and bank account details of their customers on the computer.

(a) State the name of the Act that controls the storage of personal information by Bridget.
..... [1]

(b) Describe 3 legal requirements that Safe Breakdown must follow to protect data.
1
.....
2
.....
3
..... [1]

(b) Describe **one** legal implication for Safe break if this data is stolen.
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..... [2]

(c) Explain **one** possible implication for Dulcie if her personal information is stolen.
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..... [2]

9 Safe Breakdown always creates backups of customer information.

(a) Why is it necessary to back-up data?
.....
..... [1]

(b) Describe how Safe Breakdown would backup data
.....
..... [1]

(c) What are the consequences of Safe Breakdown not backup data?
.....
..... [1]