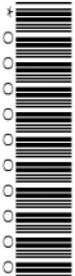


To be opened on receipt

**LEVEL 1/2 CAMBRIDGE NATIONAL AWARD/CERTIFICATE/DIPLOMA
IN ICT**

R001: Understanding computer systems

Pre-Release Case Study



INSTRUCTIONS TO TEACHERS

- This Case Study **must** be opened and given to candidates on receipt.

INFORMATION FOR CANDIDATES

- You **must** make yourself familiar with the Case Study before you sit the examination.
- You **must not** take notes into the examination.
- This document consists of **2** pages. Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER/INVIGILATOR

- Do not send this Case Study for marking; it should be retained in the centre or recycled.
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Information for Learners

Local councils provide a range of services to the public. These include: public libraries, sports and leisure centres and environmental services. Many councils have been looking at ways that they can cut their spending without reducing the quality of service.

In order to save money, many councils are considering the following two areas:

1. Providing information about, and access to, their services via the internet. (Scenario 1)
2. Providing support for council employees who spend a lot of time working away from their usual place of work, including making it easier for them to work from home. (Scenario 2).

Scenario 1:

The Attlethorp Leisure Centre is a large council-owned sport and leisure centre in the east of England. It has a wide range of facilities available to local residents including:

- badminton/squash courts
- fitness centre
- classes (e.g. fitness, yoga, meditation)
- multi-purpose room hire.

In addition to simply turning up and paying to use a facility (e.g. £3.50 for an adult swim), users can also book facilities in advance. For example they can pay a small fee to hire a facility (e.g. £8 to hire a badminton court for one hour).

Currently, users can book facilities in advance either by telephoning the leisure centre or by visiting in person. This is expensive because it means there must be someone available to deal with booking requests. The council has calculated that it would be considerably cheaper to make all services bookable on-line. Its research also suggests that it would receive more bookings if people were able to book on-line.

Scenario 2

Jane Levy works as an environmental health officer for Attlethorp Council, a local authority in the east of England. Jane's job requires her to investigate local environmental health issues and make recommendations for action. This involves:

- monitoring pollution levels in the local area and investigating the cause of problems
- responding to complaints from local residents about local environmental problems
- producing reports and make recommendations for action.

On a typical day, Jane drives to the council office in Attlethorp where the environmental health service is based. Jane collects the information she needs in order to carry out her day's work. She then spends most of the day visiting sites in the local area to gather the evidence that she needs in order to carry out her investigations. She spends part of each day back in the office, writing reports and attending meetings.

Preparation

In order to prepare for the examination you should find out how councils can use ICT to enable them to provide services more efficiently. This should include:

- how ICT can be used to enable users to gain access to council services such as a leisure centre
- how ICT can be used to enable an environmental health officer to carry out their work both at home and while out visiting locations in the local area
- different ways of accessing wireless networks
- features of a good password
- the importance of optimising images.