

**MARK SCHEME for the May/June 2012 question paper  
for the guidance of teachers**

**9713 APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**9713/13**

Paper 1 (Written A), maximum raw mark 80

This mark scheme is published as an aid to teachers and candidates, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began, which would have considered the acceptability of alternative answers.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

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- 1 (a) **Four** from:  
 Only ask for certain characters of password  
 Use drop down menus to select password  
 Description of TANs  
 Description of two factor authentication  
 Bank provides customers with up to date anti spyware [4]
- (b) **Three** from:  
 Save costs as don't have to rent so many high street premises  
 Employ fewer staff therefore less paid in staff wages.  
 Save costs of printing/sending statements  
 Lower running costs, fewer branches so less electricity, heating and lighting.  
 Because of lower costs can offer higher rates of interest for savers and lower rates of interest for borrowers...  
 These rates attract more customers.  
 Less likelihood of the bank being robbed.  
 Less money is spent on security staff [3]
- (c) **Three** from:  
 Initially high redundancy payments  
 Initial cost of setting up system will be high  
 Running costs will be high due to paying website developers  
May lose customers who prefer face to face banking/whose internet speed is too slow to be viable/who may be worried about hacking  
 Harder to sell other services since there is a less personal service  
 Increased interception of data by hackers leading to fraud  
 Some staff will need to retrain which is costly/time consuming [3]
- (d) **Four** from:  
 Abiding by data protection rules  
 Workers must not share any customer data with anybody outside the organisation.  
 Workers should sign a confidentiality agreement  
 Employees should have a duty of fidelity  
 Information about an individual should not be passed from one organisation to another without permission of the individual  
 Information should be anonymised where possible  
 Information should be aggregated where possible [4]
- 2 (a) **Matching pairs from**  
 Business advertising [1]  
 Advertises the whole company to make the company name familiar not just a single product or service. [1]
- Or**
- Service Advertising [1]  
 Advertising of a service plus example [1]

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**(b) Four descriptions** from:

Sound could be used in voiceovers/welcome from managing director  
 Soothing background music to create a comfortable feel to the website  
 Video of the bank workers/recordings of satisfied customers  
 Animation to demonstrate services  
 Hyperlinks to navigate between slides/link to company's website  
 Navigation button to navigate between slides/return to start

[4]

**(c) Three** from:

It is on all the time that the mall, shop or store is open.  
 The viewer cannot switch it off with the remote control or click it off with a mouse button.  
 It is quicker and easier to update than most other forms of advertising  
 Reaches more people than directed advertising

[3]

**3 Six** from:

**CAL**

Student can investigate ideas using the internet  
 Is not restricted by a computer program  
 Teachers have more varied teaching aids/can make use of multimedia in lessons  
 Can ask teacher to explain lesson points  
 Teacher can develop resources to suit their students  
 ICT resources can help students with special needs

**CAI**

Students find it easier to navigate between topics  
 Repetition of skills reinforces knowledge  
 Built in games and quizzes make experience enjoyable  
 Get immediate feedback on performance  
 Results are automatically recorded  
 Students can work at own pace

**CAA**

Teachers can use spreadsheets/databases to record test scores/produce graphs of progress  
 Easier to compare class/students performance  
 Tests can be computer-marked/Computers can provide feedback on tests saving teacher time  
 Saves teacher time/effort as they can use/produce computer based tests/can use ICT to assess students' performance

[6]

**4 (a) Four** from:

Speakers to hear output from presentation/websites  
 Overlay/Concept keyboard to select options  
 Scanner to input hard copy research materials  
 Printer to printout assignments/notes  
 Joystick to play games built in to CAI lessons  
 Video equipment to film practical activities as evidence for coursework portfolios

[4]

**(b) Four** from:

Database to record student scores  
 Spreadsheet to store data/to plot student progress charts  
 Web browser to look up resources for worksheets  
 Word processing software to produce worksheets/type up reports/prepare lessons  
 Presentation software to produce lesson slideshows

[4]

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- 5 Five from:**  
Screenshots / descriptions of how to use the software to show how to save a file, perform a search, sort data, print data, add records, delete records and edit records  
The purpose of the system to give an overall description of what the system does  
The input and output formats so that you know how to enter data and know what the output will look like  
The hardware and software needed to run the system so that the user doesn't use the wrong hardware/software  
Examples of sample runs of the system so that the user can tell if they are using the system in the correct way.  
Troubleshooting guide/a list of Frequently Asked Questions to know what to do when errors occur [5]
- 6 (i) Between the condensing unit and the valve [1]**
- (ii) Five from:**  
the system controls the amount of heat being let out of the system.  
The valve is controlled by microprocessor to reduce/increase the flow of refrigerant  
Microprocessor compares the pressure of the refrigerant to the preset value  
If pressure of refrigerant is above preset value microprocessor opens valve wider  
If pressure of refrigerant is below preset value microprocessor makes valve opening narrower  
The required temperature is input  
Microprocessor compares the temperature of the room to the preset value  
If temperature of the room is above the pre-set value the fans remain on/are switched on by the microprocessor or microprocessor increases their speed  
If temperature of the room is below the pre-set value the fans remain/switched off by the microprocessor [5]
- 7 (a) Kerning is the process of adjusting the space between individual letters in words [1]**  
Leading is the space between lines on a page [1]
- (b) Three from:**  
They need to be compatible with the size/type of font in the headings/headlines  
Font type needs to be easy to read  
Font size needs to be small enough for stories to fit on a page  
Font size needs to be large enough to read [3]
- 8 Four from:**  
Time is not wasted travelling/ more free time because of less travelling  
Can spend more time with their family/can arrange their work schedule to suit themselves  
Don't have to live close to the company so can live in area of their choice  
Don't have to spend money on fuel/transport travelling to work  
Don't have the stress of travelling to work in rush hour  
If the journalist is disabled it's easier for him/her as he/she doesn't have to travel [4]
- 9 (a) Two from:**  
an employee earning an unusually large amount of money  
an employee who has been on an emergency tax code for a long period of time  
two employees having the same National Insurance number [2]

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- (b) **Six** from:  
information about all employees of the company  
information about employees in a given department  
information about the salaries of all employees  
total salaries of all employees  
National Insurance contributions for all employees  
the total amount of National Insurance contributions paid to the tax authorities  
the income tax that each employee has paid  
the total amount of income tax paid to the tax authorities  
the amount of money paid to each bank that employees have an account with  
all the earnings and deductions of employees  
the earnings and deductions of each employee by department  
a summary of all the totals of the earnings/deductions of each department. [6]

- 10 Four matched pairs** from:  
Interview employees/manager with description of how or what information is gathered  
Employees/manager have to be available at the time the analyst wants to interview them/time consuming as can only interview one user at a time/may get answers which the user thinks the analyst wants to hear

Examining documents used in current system with description of what information is gathered  
May not be able to take user's opinions into account/takes a long time to collate all the documents

Observing employees and watching over the whole process with description of how or what information is gathered  
Description of Hawthorne effect

Distributing questionnaires to employees with description of how or what information is gathered  
They are impersonal and can be anonymous so workers might exaggerate their answers as they know there is no comeback/questions cannot be amended in the light of replies [8]

- 11 (a)** Sequential – activities which cannot take place until others have happened.  
Example – design of new system cannot take place until after the analysis of the existing system is completed  
Parallel – activities which are independent of one another  
Examples such as interviewing personnel and completing questionnaires/producing user documentation and technical documentation [4]

(b) Gantt charts [1]

- (c) **Two** from:  
Finding the optimum time to be spent on individual tasks.  
Critical path is the order in which tasks must be completed....  
...so that the entire project is completed on time. [2]