

**MARK SCHEME for the May/June 2008 question paper**

**9713 APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**9713/01**

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.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

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

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- 1 (a) **Descriptions of methodology or who is being targeted three from:**  
 Observations  
 Questionnaires  
 Interviews  
 Examining documents [3]
- (b) **Two from:**  
 File will be held in a sequential manner  
 To allow for serial access  
 Code allocated for credit (paying in slip)  
 Or debit (cheque)  
 Used to process all records one after the other  
 When updating customer accounts [2]
- (c) **Two from:**  
 Files will be held in an indexed sequential manner  
 A separate table of indices will be stored  
 The index will allow for direct access  
 Needed when accessing individual records quickly  
 When a customer logs on to update/check account details  
 The records will be held sequentially to allow for serial access  
 When batch processing as above [2]
- (d) **Two from:**  
 Modem/Router to connect to the system/Internet  
 Mouse to select options/services  
 Keyboard to type in username/password/amounts  
 Internet browser to connect to the service [2]
- (e) **Four from:**  
 Bank details may be intercepted by hackers/description of spyware/key logging  
 Hackers would need to know username and password  
 Most systems are extremely difficult to hack into contrary to popular belief  
 Data is encrypted when being transmitted  
 Impossible to crack the encryption without a key  
 Customer perception could be a problem as it could lead to a reduction in the number of customers  
**One** mark for a reasoned conclusion [4]

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- 2 (a) **Four** from:
- Increased unemployment for specific bank workers such as cheque processing workers/cashiers
  - Increased employment for technical staff
  - Some workers may have to/will have the opportunity – to go part time
  - There will be the opportunity to job share
  - There will be the opportunity for flexible working hours
  - Workers will need to have the ability to move from branch to branch
  - Workers may gain new skills

[4]

- (b) **Max. three** from:
- Need to protect confidentiality of data/duty of confidence to prevent customer data being made public
  - Need to comply with data protection rules
  - Up to three examples from data protection act with examples why they are used
  - Responsibilities relating to passing on information from bank to other organisations to avoid customer being compromised

**Max. three** from:

- Advantage of User id/passwords is that only authorised users have access to the data
- Disadvantage of User id/passwords is that users can forget their passwords
- Advantage of encryption is that unauthorised people will not understand the data
- Disadvantage of encryption is that it is just possible to crack encryption codes
- Advantage of duty of confidence requirement in employment contracts is it discourages workers from spreading personal data around
- Disadvantage of duty of confidence requirement in employment contracts is that bank is relying on workers having sufficient integrity to abide by this
- Advantage is that anonymised information is omitted wherever possible
- Disadvantage of anonymised information is that some identifiable information may remain included
- Advantage of firewall is that it prevents unauthorised computers/users from accessing the system
- Disadvantage of firewall is that it slows down the performance of computers
- General disadvantage of any of these is that it restricts individual access by authorised users

[6]

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- 3 (a) One **mark** for each item and one **mark** for each example of factors (maximum 5 marks for factors) Total 8 marks maximum.

<b>Item</b>	<b>Factors: an example of how:</b>
Specifying the required hardware and software	<ul style="list-style-type: none"> <li>the volume of data determines the choice of output devices</li> <li>the order that data will be output affects the choice of storage devices</li> </ul>
Designing data collection forms/screen layouts	<ul style="list-style-type: none"> <li>the user requirements influences the format</li> <li>the output required from system influences the design</li> <li>file structures affect the design</li> </ul>
Designing report layouts/screen displays	<ul style="list-style-type: none"> <li>the content and presentation of report layouts/screen displays depend on the requirements of the users</li> </ul>
Designing validation routines	<ul style="list-style-type: none"> <li>the form of input affects these</li> <li>the file structure affects these</li> </ul>
Designing the required data/file structures/programming specifications	<ul style="list-style-type: none"> <li>the data structures/programming depend on the types of processing</li> <li>the file structure depends on the input and output structures</li> </ul>

[8]

**(b) Master file**

2 marks for 4 or more items

1 mark for 3 items

0 marks for less than 3 items

Name/address, tax history, National Insurance history, pay so far this year, holiday entitlement, pension contributions, rate of pay, tax code, job title, employee number

**Transaction file**

1 mark for worker's number **and** at least one of hours/days worked, bonus payments, holiday data, days sick

[3]

**(c) Four from:**

Payslips with description of information included

Financial reports of payroll statistics

Exception reporting

Reports showing hours worked by individual

Report showing cost information by department or individual

Reports including the analysis of the turnover of employees together with detailed absence reports

Payments to employees automatically generated using BACS

Tax and NI payments automatically made direct to the Inland Revenue

Specification of money required by company for payment to workers/Inland Revenue

[4]

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**(d) Three marks max. for descriptions and three marks max. for comparisons from:**

Parallel running – involves running the old system alongside the new system  
 Is more expensive than direct changeover because two sets of workers have to be paid  
 If there is a problem with the new system still have the old system as a backup unlike direct changeover  
 It is a slower method of implementation than direct changeover

Phased implementation – involves implementing one part of the system at a time  
 Cheaper than parallel running as you don't employ two complete sets of workers  
 If there is a problem with the new system still have bulk of old system to fall back on unlike direct changeover  
 It is a slower method of implementation than direct changeover

Pilot running – involves running new system in one branch of the organisation whilst old system still operates in other branches  
 Cheaper than parallel running as you don't employ two complete sets of workers  
 If there is a problem with the new system it only affects one branch unlike other methods  
 Other branches can learn from the mistakes made in first branch to have the new system  
 It is a slower method of implementation than direct changeover

Direct changeover – involves replacing the old system with the new system all in one go  
 Cheaper than parallel running as you don't have to employ two sets of workers  
 Quicker as there is no delay waiting for bugs to be fixed unlike other methods/benefits of the new system become apparent immediately unlike other methods  
 If there is a problem you don't have the old system to fall back on unlike other methods [6]

**(e) Four from:**

Test results are used to evaluate the new system  
 Expected results are compared with actual results  
 If there are differences refinements will be necessary  
 User is asked for his/her views on the new system  
 Results are used to identify limitations  
 Limitations are used to make improvements to the system  
 Final system compared with design [4]

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**4 (a) Must gain a mark for each of hardware and software to gain full marks**

**Six from:**

Hardware:

A computer to process the calls **and** a telephone set/headset to speak with customers  
A telecom switch to enable the WAN to receive telephone calls

Software:

Computer telephony integration software  
CTI software is used to combine the data and voice input to the system  
Calling-line information display such as caller's number/number dialled  
Software enables on-screen phone control such as automatic answer, hang up, hold, conference  
CTI software requires a dedicated telephony server  
Software sends commands from a user's computer to a telephony server  
Software directs phone call to appropriate operator  
Database to hold records of calls/to provide link to stock/orders database  
Database software to enable customer orders to be input to the main computer database

[6]

**(b) Must gain a mark for each of hardware and software to gain full marks**

**Six from:**

Printer (laser or inkjet) to print out information for checking  
Graphics tablet to input drawings/designs  
Scanner to scan hard copy images for inclusion in website  
Modem/Router for connecting to internet to upload/download web pages  
Microphone to create voiceovers where necessary  
Speakers to listen to sounds/voice/music to check accuracy/suitability  
Video camera to make videos for including in website  
Digital camera to take photographs for uploading to webpage  
Web authoring package to create web site  
Word-processing package for typing text/tables etc.  
DTP for creating pages for website  
Spreadsheet to create statistical tables/graphs for inclusion on the website  
Database to create files of data for inclusion on the website  
Communications software to connect to Internet  
Web browser to see how the web site appears to users  
Software for editing scanned/downloaded images

[6]

**(c) Five from:**

Typing at a keyboard continuously can cause RSI in the fingers/wrist  
Gripping a mouse and repetitive clicking can cause RSI in the fingers/wrist  
Continual use of a computer can cause RSI to the elbow  
Sitting in the same position all day can cause posture problems  
Staring at a computer screen all day can cause problems with one's sight  
Too many plugs connected to a socket can be a fire hazard  
Bare wires can cause electrocution  
Spilt drinks can cause electrocution  
Heavy equipment falling off a desk can cause injury

[5]

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**(d) Six from:**

- Computer/software organises meeting times
- Software used to keep a record of appointments
- Software provides alerts regarding imminent start of meetings
- Software has a calendar function which can be used as a diary
- Software advises when clashes occur
- Arranging workload
- Usage reports give a breakdown of the time required or spent on individual tasks
- By allocating times for tasks realistically it is possible to ensure members of a team have equitable workloads
- Software used to produce Gantt charts for graphically representing progress in projects
- Description of construction project management
- Software provides a critical path method of scheduling
- Software contributes to the management of such projects by identifying project progress and providing daily and weekly planning

[6]

**5 (a) Five from:**

- Satnav system to find his way to the companies
- A laptop/PDA/handheld computer for his appointments
- A laptop/PDA/handheld computer/mobile phone for keeping phone numbers
- Mobile phone to contact the company he was visiting when in traffic jams
- An MP3 player for his music
- A laptop to type up reports about his visits
- Laptop + hotel phone + Internet connection to find out information about the company

[5]

**(b) Four from:**

- Satnav – more up to date maps/easier to locate route
- PDA/handheld computer – quicker/easier to search for information
- Mobile phone – can be used wherever you are/can send text messages
- MP3 player – smaller than CD player/stores more tracks
- Laptop – easier to edit/format text
- Internet – easier/quicker to search for information
- Such devices are more portable than other methods

[4]