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**Information technology in a global society**  
**Higher level and standard level**  
**Paper 2 – article**

Monday 9 November 2020 (morning)

1 hour 15 minutes

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**Instructions to candidates**

- Do not turn over this sheet until instructed to do so.
- This sheet contains the article required for information technology in a global society higher level and standard level paper 2

## Theme: Business and Employment

### IT system: Remote access to the *E&A* company network

*E&A* is a company with its head office in Curitiba, Brazil. The company has grown in the last few years, and most of its 50 employees are spending large amounts of time working away from the company's head office, either at their clients' offices, building sites or from their own homes.

- 5 Each *E&A* employee has been provided with a laptop that has remote access to files stored on the company's network. When meeting a client, employees are able to view the designs being discussed as a PDF on the company network but they are not able to make changes to these designs in real time. This means they have limited access to the company's resources when they are working away from the head office.
- 10 Elisa de Souza, the Chief Technical Officer, has been asked to provide a range of possible solutions to ensure that when employees are working away from the head office, they have access to the specialized design software and other resources that are held on the *E&A* company network.

- 15 Elisa hopes that the solutions found will also minimize other challenges faced by employees while working away from the head office, such as dealing with connectivity problems and making sure that the changes requested by clients on the PDF versions of designs are updated on the *E&A* network.
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