

NDTEF/LONDON EXAMINATIONS

Information Technology
GCSE 2708

Exam Paper

Full Course
(Foundation Tier)

JUNE 2000

Question 1

Marks

Here is part of a leaflet about the Frendleigh Games.



Advertising for the event is also on CD-ROM and the World Wide Web

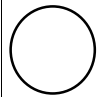
1a) Complete the table below to show which of the following you could find on each of the advertising media.
The first row has been done for you.

Information

LEAFLET CD-ROM WWW

- Black/white graphics
- Colour graphics
- Sound recording of the games anthem
- Interactive booking form
- Different fonts
- Video highlights from the last games
- Up to the minute news
- A hypertext e-mail link
- Formatted text

✓	✓	✓



8 marks

The text for the leaflet was first typed into a word processor and saved to disk.

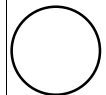
It was then transferred to a desk top publisher using a technique called copy and paste.

Clipart was added to improve the final presentation.

Marks

1b Put the following operations into the correct sequence for putting together the leaflet.

- A Create a graphics frame within the desk top publisher document
- B Open the document containing the word processed text
- C Copy/paste the graphic.
- D Highlight (or select) the graphic you want
- E Load the desk top publisher
- F Create a text frame where you want the text to go
- G Paste the text
- H Load the word processor
- I Open the clipart library
- J Copy the text
- K Highlight (or select) the text you need



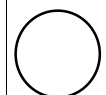
6 marks

First

Last

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

1c Describe the difference between **cut** and **copy** when editing text.



2 marks

When Julie Brown was making the leaflet she found that all the text would not fit into the box she had drawn. She would have to be put the rest of the text into another box on the next page.

Marks

She decides to **link** the boxes.

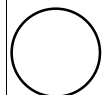
This is how the text appeared when it was linked.

The Frenleigh Sports Arena is all too aware of the problems of carrying cash and credit/debit cards around with you.

So we are offering

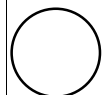
the advantage of having the Frenleigh Games Smart Card for the duration of your visit to the games

1d Describe what she did to link the boxes in this way.



2 marks

1e Describe **ONE** advantage of linking the boxes in this way.



2 marks

Julie used the **wrapping** facility for the graphics in her leaflet.

Here are two examples from her work.

Marks



Method 1

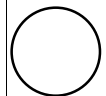


Method 2

1f Describe how the wrapping of the graphics frames can affect the format of the text.

Method 1

Method 2

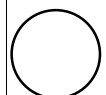


2 marks

Julie needed to make a list of the jobs she had to do.

She decided to use a word processor rather than a desk top publisher to create the list.

1g Explain why she chose the word processor for the list.



2 marks

Here is the list she produced.

Marks

Jobs to Do

- 1 Contact Endersley Catering re:leaflet
- 2 Go to the Frenleigh Stadium and check the systems there.
- 3 Call Narinda and talk to her about the presentation.
- 4 Send out the invitations to the VIP Guests.

NB Find the spare costume for Frenleigh Freddie!

Key dates

6th March - promotional leaflet out
5th May - all entry forms out
12th July - all entries in

Julie Brown

1h State **FIVE** different ways in which the text has been formatted.

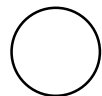
1 _____

2 _____

3 _____

4 _____

5 _____



5 marks

Total



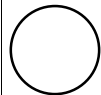
**Max 29
Marks**

Question 2

Marks

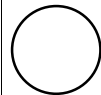
Sometimes Julie works away from the office so she needs a laptop computer.
Her laptop computer has a built in modem.
Julie also has a mobile phone.

2a Explain what a modem is used for.



3 marks

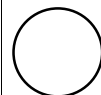
2b Describe why Julie also needs a mobile phone.



2 marks

Julie has a CD drive in her laptop.
This allows her to both read from and write to CDs.
The lap-top also has a floppy disc drive.

2c Explain why the CD drive would be more useful for Julie when she is creating leaflets, etc. than the floppy disc drive would be.



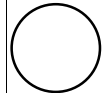
2 marks

In the office Julie has a scanner.

Also, she has installed Optical Character Recognition (OCR) software on her laptop.

Marks

2d State **ONE** task for which Julie could use the scanner.



1 mark

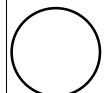
She has received the paper document below from Endersley Catering.

She wants to edit the information in her word processor.

Endersley Catering will have many different outlets in the Sports Village. Customers will be able to choose from table service restaurants where they can enjoy a full three course menu or simply have a snack from the wide range of meals from the self-service restaurants.

We will have a pre-booking service available at the entrance of the Village. These will employ touch screens technology to call up the restaurant of their choice and book the table and menu they want.

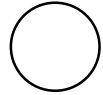
2e Explain why she needs OCR software to make this task easier for her.



3 marks

2f Describe **ONE** problem Julie might have when copying the document using OCR.

Marks



2 marks

Julie has a choice of printing options available to her.

She has access to:

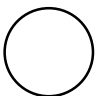
- ◆ a colour ink jet printer
- ◆ a laser printer
- ◆ a colour laser printer.

2g Look carefully at the items below and decide which of the printers is the best to use in each case. Give reasons for your choice.

i) An advertising leaflet for mailing to clients.

Printer

Reason



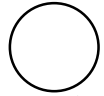
2 marks

ii) A letter on pre-printed letterheaded notepaper.

Marks

Printer

Reason

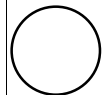


2 marks

iii) A draft copy of a poster

Printer

Reason



2 marks

Total

**Max 19
marks**

Question 3

Marks

Endersley Catering have vending machines at different areas in the Sports Village.

They use a spreadsheet to record the sales for each month.

Here is part of the spreadsheet.

	A	B	C	D	E	F	G
1		January			February		
2	Item	Unit price	Number sold	Income £	unit price	Number Sold	Income £
3	Mars Bar	0.30	150	45.00	0.35	130	45.50
4	Milky Way	0.15	135	20.25	0.15	139	20.85
5	Twix	0.28	168	47.04	0.28	123	34.44
6	Taz Bar	0.10	200	20.00	0.10	342	34.20
7	Chomp	0.10	245	24.50	0.10	150	15.00
8	Snickers	0.30	140	42.00	0.30	146	43.80
9	Milky Bar	0.15	113	16.95	0.15	120	18.00
10	Starburst	0.28	132	36.96	0.28	125	35.00
11	Galaxy	0.30	156	46.80	0.30	153	45.90
12	Dairy Milk	0.31	125	38.75	0.31	157	48.67
13	Total			338.25			341.36

3a Write down a suitable formula for cell D3

2 marks

3b This formula needs to be placed in cells to total income down D3 to D7.

Describe how you can do this without typing each formula in separately.

2 marks

The income from the sales was worked out by using a formula.

3c Write down a suitable formula for cell D13.

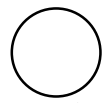
2 marks

3d Write down the changes that will take place in the spreadsheet cells if the number of Taz Bars sold in February increased to 352.

Cell _____ Changes _____

Cell _____ Changes _____

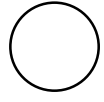
Marks



4 marks

In February they sold fewer Mars Bars but the income for this product went up.

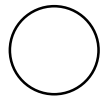
3e Explain why this has happened.



2 marks

Endersley Catering look carefully at the figures of the sales for the last twelve months.
They use this information when ordering stock.

3f Describe **ONE** way that this information will help them when ordering stock.



2 marks

Total

□

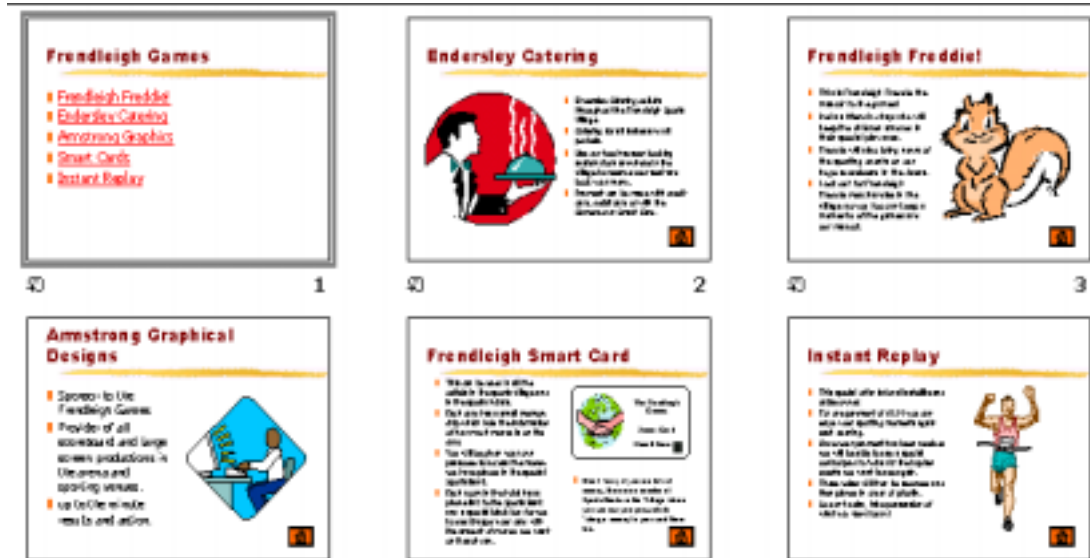
**Max 14
Marks**

Question 4

Marks

Narinda Nasiri has been asked to put together a slide show on the computer to be shown at the games.

Here is the slide order of her display.

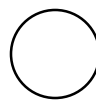


Narinda used a presentation graphics package to produce the slides for the information screens because it gave her a number of options for viewing the screens.

When she first designed the slides she was unsure whether to have an automated display or an interactive one.

4a Describe the main features of:

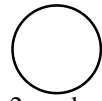
i) an automated display



2 marks

ii) an interactive display

Marks



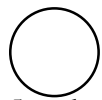
2 marks

Narinda decided that an interactive display would be more appropriate.

This meant that she could add more features to her display.

Here are two slides from her information pages.

4b Draw a line from the list at the bottom to link to the appropriate feature on the slide.



5 marks

Clipart

Design Feature

Hyperlink

Bullet Point

Home Button

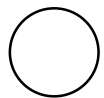
Although Narinda is happy with her designs she realises that she can make them a lot more interesting for the user.

She decides to use different screen transitions between the pages.

Marks

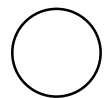
4c Describe how **TWO** different screen transitions would appear to the user.

Description 1



2 marks

Description 2



2 marks

Narinda asks her colleague, Peter, to test the display for her and to comment on the design.

Peter likes the displays but feels there is a lot of writing to take in at once. He suggests she uses animation to encourage people to read the text more carefully.

4d Explain how animation could be used in the way Peter suggests.

Marks

2 marks

The presentation software package can be upgraded to a newer version offering **full multi-media** facilities.

4e State **TWO** extra facilities that full multi-media could offer.

Facility 1 _____

Facility 2 _____

2 marks

Total

**Max 17
Marks**

Question 5

Marks

Endersley Catering operate a booking system for their restaurants. Visitors are encouraged to book their meals on entry to the stadium using interactive terminals.

There are four restaurants at the North, South, East and West Stadium gates. Each offer the same choice of three starters, three main courses and three desserts.

Tables are available for up to 2, 4 or 6 people.

Welcome to Endersley Catering Booking System
Please enter your selection into the spaces below and press ENTER when your selection is complete.

Surname: Number dining:
(Maximum 6)

Booking Time (24hr clock) Restaurant (N/S/E/W)

Soup Prawn Cocktail Melon

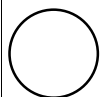
Carvery Chicken Curry Ratatouille

Neapolitan Bombe Gateau Fresh Fruit Salad

A	B	C	D	E	F	G	H	I	J	K	L	M		Delete
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	Next	Back
1	2	3	4	5	6	7	8	9	0	-	'		ENTER	

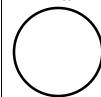
Orders will be placed into a database file called ORDERS.

5a State how many **fields** there are in each record. _____



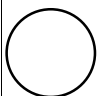
1 mark

5b State **ONE** field that contains only text data. _____



1 mark

5c State **ONE** field that contains only numeric data. _____



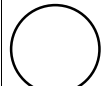
1 mark

Fred O'Connor typed in A for choice of restaurant.

The computer did not accept this.

Marks

5d Explain why the computer did not accept this.


2 marks


In the past all orders from the restaurant were written onto pieces of paper and passed through to the kitchens.

In the new system the waiters will key the orders in using a touch pad.

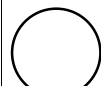
These orders go directly to the kitchens where staff can see the order on a screen.

5e Give **TWO** reasons why this system would help the kitchen staff.

i)


2 marks

ii)


2 marks

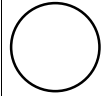
Endersley Catering allow their customers to pay for their orders by using both credit and debit cards at the restaurant tills.

Marks

5f Name **TWO** items of equipment that are needed at each of the tills to allow this method of payment.

Item 1

Item 2



2 marks

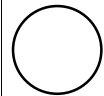
Customers can also pay using the Frendleigh Game's smart cards. These cards are like telephone cards having a chip in them that stores the amount of cash they have left to spend.

Each time the customers uses their card this amount goes down. A special machine has to be used to add value to the card.



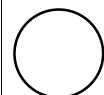
5g Give **TWO** advantages to the customer of this type of payment.

Advantage 1



2 marks

Advantage 2



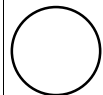
2 marks

Barry and Sam work for Endersley Catering. Sam has not seen smart cards before and asks Barry why the company likes to use the cards.

Marks

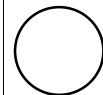
5h Give **THREE** reasons Barry would give for the company liking the customers to use a smart card.

Reason 1



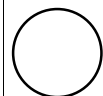
2 marks

Reason 2



2 marks

Reason 3



2 marks

Total

**Max 21
Marks**

Question 6

Marks

Endersley Catering want to evaluate what their customers think of their restaurant booking service.

They have decided to produce a questionnaire for customers who have used the booking service to reserve a table and order their meal.

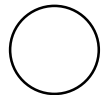
Here is an example of the type of question they will ask:

“Was your meal order correct when you got to your table?”

6a Design **THREE** other questions which Endersley Catering might include in their questionnaire.

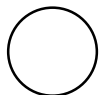
Describe how this will help Endersley Catering to decide if the system is a success.

Question 1 _____



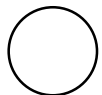
1 mark

How the response will help



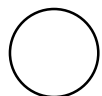
2 marks

Question 2 _____



1 mark

How the response will help



2 marks

Question 3 _____

Marks

1 mark

How the response will help

2 marks

Total

**Max 9
Marks**

Question 7

Marks

Welcome to Endersley Catering Booking System
Please enter your selection into the spaces below and press ENTER when your selection is complete.

Surname: Number dining:
(Maximum 6)

Booking Time (24hr clock) : Restaurant (N/S/E/W)

Soup Prawn Cocktail Melon

Carvery Chicken Curry Ratatouille

Neapolitan Bombe Gateau Fresh Fruit Salad

A	B	C	D	E	F	G	H	I	J	K	L	M		Delete
N	O	P	Q	R	S	T	U	V	W	X	Y	Z	Next	Back
1	2	3	4	5	6	7	8	9	0	.	'		ENTER	

When using this type of system at other places Endersley Catering have to make changes to their booking system

7a Name **THREE** fields that could be changed.

Field 1 _____

Field 2 _____

Field 3 _____

3 marks

7b Describe what would have to be done to make these changes.

3 marks

Mary Smith is new to Endersley Catering.

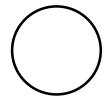
She has heard about the new computer system and is rather worried about having to use it.

A lot of staff feel this way when a new computer system is introduced into their work, whatever type of business they are in.

Marks

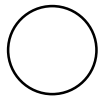
7c Describe **THREE** worries that staff could have about computer systems.

i)



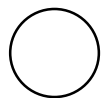
2 marks

ii)



2 marks

iii)



2 marks

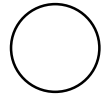
It will also be important to provide User Guides for these systems so that staff will be able to use them.

Marks

7d State **TWO** features of a good User Guide.

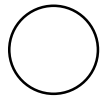
Feature 1 _____

Feature 2 _____



2 marks

7e Describe **ONE** other type of documentation that would support the system.



2 marks

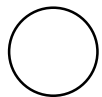
A User Guide is available at each of the terminals.

User Guides are available as plastic coated card.

Someone suggests on-screen help would be better.

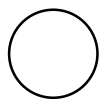
7f Give **TWO** advantages of using on-screen help:

Advantage 1



2 marks

Advantage 2

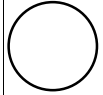


2 marks

7g Give **TWO** disadvantages of using on-screen help:

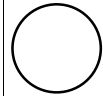
Marks

Disadvantage 1



2 marks

Disadvantage 2



2 marks

Total

**Max 24
Marks**

Question 8

Marks

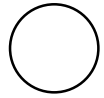
Mr and Mrs Green have two children who are both keen to use the Interactive Instant Replay service in their home.

To use this service households must:

- ♦ be able to receive digital cable TV
- ♦ have an interactive keypad attached to their television receiver
- ♦ subscribe on a 'pay to view' basis

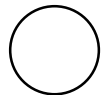
8a Give **TWO** reasons why Mr & Mrs Green may not be keen for their children to use the Instant Replay Service.

Reason 1 _____



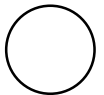
2 marks

Reason 2 _____



2 marks

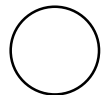
8b Describe what is meant by the term **interactive**.



2 marks

8c Describe **ONE** advantage to households of the Instant Replay Service.

Advantage _____

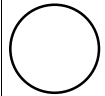


2 marks

Marks

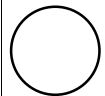
8d Describe **THREE OTHER** ways in which information technology has affected our lives and say whether this is a good thing or not.

i)



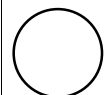
3 marks

ii)



3 marks

iii)



3 marks

Total

**Max 17
Marks**