

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

**STUDENT NUMBER**

Letter

Figures  
Words




**Victorian Certificate of Education  
2000  
INFORMATION PROCESSING  
AND MANAGEMENT**

**Written examination**

**Monday 6 November 2000: 3.00 pm to 5.15 pm**  
**Reading time: 3.00 pm to 3.15 pm**  
**Writing time: 3.15 pm to 5.15 pm**  
**Total writing time: 2 hours**

**QUESTION AND ANSWER BOOK**

**Structure of book**

<i>Number of questions</i>	<i>Number of questions to be answered</i>
14	14

**Directions to students**

**Materials**

Question and answer book of 18 pages.

**The task**

Please ensure that you write your **student number** in the space provided on the front cover of this book. Answer **all** questions. Choices are provided within questions 3, 4, 11 and 13c. Answer only the stated number of choices. Any extra answers will not be awarded marks.

Questions should be answered in the spaces provided in this book. If you need to change an answer there is extra space available at the back of this book.

There is a total of 60 marks available.

All written responses should be in English.

**Question 1**

Complete the table below by selecting, from the list of roles, a role that matches each position.

Roles: Long-term planning, Daily tasks, Implementation plans

<b>Position</b>	<b>Role</b>
operational managers	
senior management	

2 marks

**Question 2**

Company A has six employees, a manager (Faheem), three sales representatives (Susan, Lin and Ayden), a technician (Barbara) and a receptionist/telephonist/file clerk (Lize). The company has just installed a network so all office workers can share files. There is to be a single 'contacts' database, a finance system and a stock control system. An electronic log of phone calls will be kept as well as electronic copies of quotes and correspondence. Employees will keep all files on the network, including any personal files.

- a. Draw a diagram of a directory structure showing directory names.

2 marks

- b. Describe a file naming convention for letters.

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1 mark

**Question 3**

For **two** of the following case studies, recommend an appropriate software tool and justify your selection.

**Case Study A**

A zoo wants to hold an information evening for the 'Friends of the Zoo' to inform them of new exhibits being developed. Your role is to notify all members of the evening.

Software tool \_\_\_\_\_

Reason \_\_\_\_\_

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**Case Study B**

The school council has requested that the Year 12 coordinator prepare a planning document to be used by the organisers of the 'end-of-year' dinner.

Software tool \_\_\_\_\_

Reason \_\_\_\_\_

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**Case Study C**

A money-lending company wants to develop a solution which will allow it to quickly predict the impact of any change in interest rates on its current loans.

Software tool \_\_\_\_\_

Reason \_\_\_\_\_

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4 marks

**TURN OVER**

**Question 4**

A group of friends is thinking of creating a new web site that would have free software programs (for example, Adobe Acrobat Reader) and free template files available to download. Cons Consulting has advised that for web site accessibility, pages should have the design features listed in the following table.

Choose **four** of the following features and explain in the space provided why each recommendation would be made.

Consistent placement of navigation buttons	    
Graphics no larger than 30k	    
Where videos are included they are a selectable option	    
The size of each downloadable file is given	    
Each 'page' to fit on an 800 × 600 resolution screen	    
Underlining is not used to emphasise text	    

4 marks

**Question 5**

- a. List **two** software components essential for access to the Internet from a personal computer.

1 \_\_\_\_\_ 2 \_\_\_\_\_

2 marks

- b. Identify a hardware component essential for access to the Internet and outline its function.

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2 marks

**Question 6**

With reference to a specific software type that you have studied this year, explain a method of producing a 'soft copy' and what the purpose of producing it would be.

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2 marks

**TURN OVER**

**Question 7**

**a.** What is the purpose of encryption software?

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1 mark

**b.** Provide an example of where encryption software would be used.

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1 mark

**Question 8**

Explain what is meant by the following phrases.

**i.** depersonalisation of services

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1 mark

**ii.** deskilling of workers

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1 mark

**iii.** the project was delivered on time and within budget

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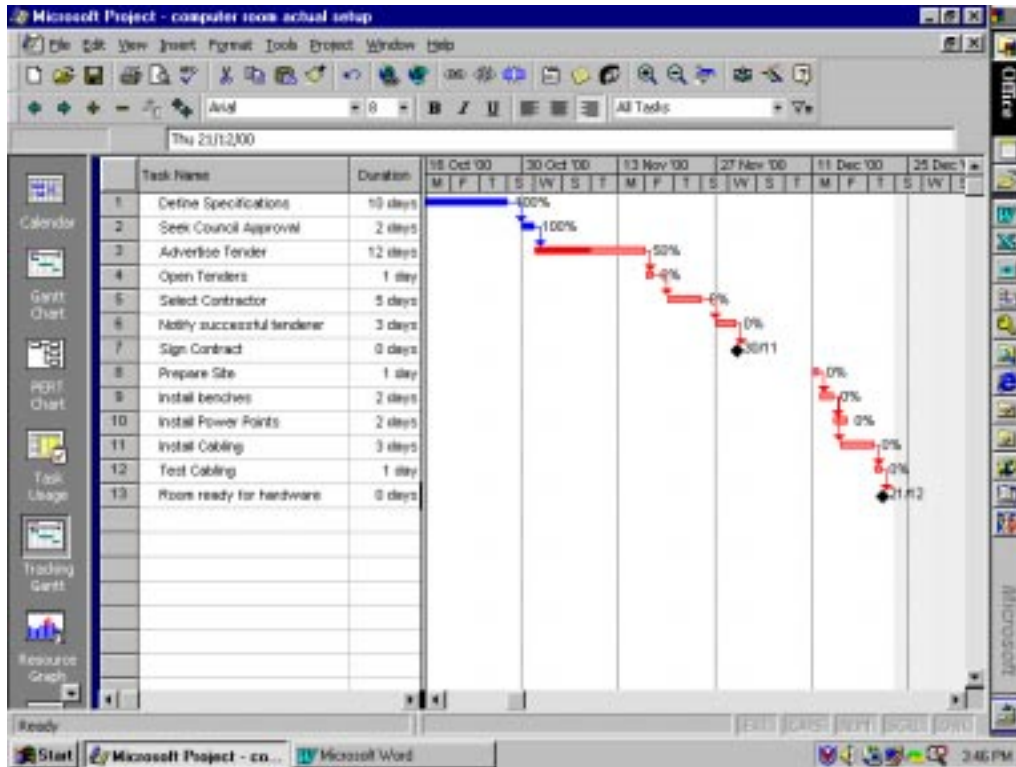
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1 mark

### Question 9

Hopeful Secondary College School Council decided at its last meeting that a new computer laboratory was required. The project commenced on Monday 16 October. The plan for the process and its progress are shown in the diagram below. The school council has decided to manage the refurbishment of the room and is required to have the room completed by Friday 22 December. Due to class requirements the commencement of alterations to the classroom cannot commence before Monday 11 December.



- What is the first milestone in this project?  
\_\_\_\_\_
- How much 'slack' time is there after commencement of the alterations, including weekends?  
\_\_\_\_\_
- The supplier of the cable has just informed you that the cable delivered to you is faulty and the replacement cable will not arrive until the end of Monday 18 December. What impact will this have on the end date?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- What options would a project manager have if the cable was arriving on 21 December and the due date still had to be met?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1 + 1 + 1 + 2 = 5 marks

**TURN OVER**

**Question 10**

Demonstration College has 700 students and 60 staff each with their own username and password for the school’s computer network. The Network Administrator is continually being asked for forgotten passwords. This problem has been solved by keeping a wordprocessing file of usernames and passwords, printing this and pinning it to the notice board so anyone can provide a response.

- a. Identify the points of weakness in the current solution to the problem.

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2 marks

- b. Discuss the implications of this arrangement for the organisation.

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2 marks

**Question 11**

Typically the phases of a system development cycle include analysis, design, implementation and evaluation. Explain what occurs in **three** of these phases.

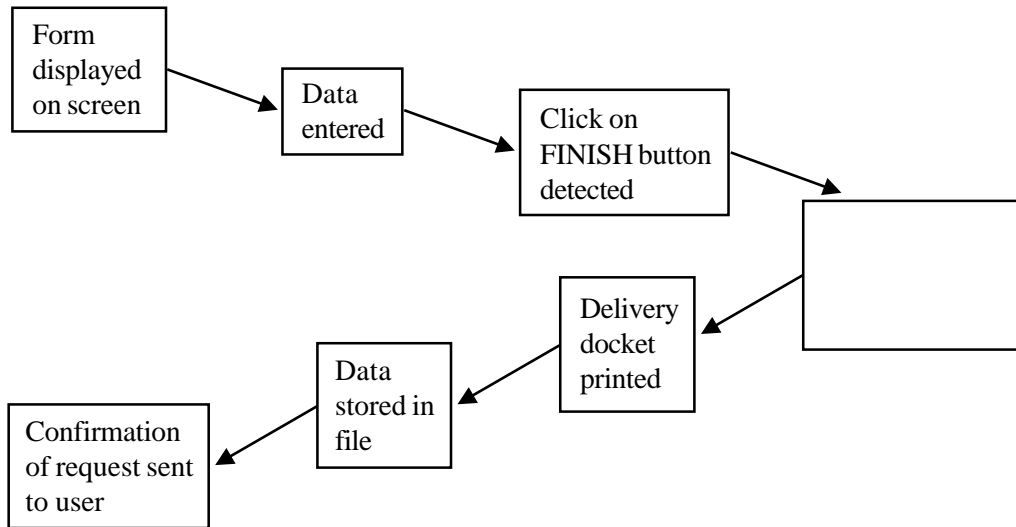
Phase	
Analysis	
Design	
Implementation	
Evaluation	

3 marks

**TURN OVER**

**Question 12**

A large electrical store is to implement a web-based ordering system. The diagram below shows the major processing steps for the transaction.



a. i. From a system design perspective, which step is missing?

\_\_\_\_\_ 1 mark

ii. Which step is out of sequence and why?

\_\_\_\_\_  
 \_\_\_\_\_ 2 marks

b. State two types of documentation the developers may be expected to provide and who the audience would be for each type.

i. \_\_\_\_\_  
 \_\_\_\_\_

ii. \_\_\_\_\_  
 \_\_\_\_\_

2 marks

**Question 13**

*For part c. of this question you should answer **either** Alternative A **or** Alternative B.*

The Victorian Government has a policy of making information available to the public through the Internet. A school decides to place information about VCE classes online and provides a web form as the only means of submitting student subject selections. Students who do not have Internet access at home may complete the form using the school's computers. The previous system involved manually completing a form in a commercially printed book.

- a. Other than government policy, list and justify **two** other possible reasons why a school might make the change from a manual to an online form.

1 \_\_\_\_\_

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2 \_\_\_\_\_

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\_\_\_\_\_

2 marks

**b.** Identify **two** different user groups for this system and explain the effects of changing to the new system with respect to data security **or** training.

1 \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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2 \_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4 marks

You should answer **either** Alternative A **or** Alternative B.

**c. Alternative A**

Describe **one** strategy, apart from conducting a survey of users, that could be used to measure the effectiveness of the new system.

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**OR**

**Alternative B**

Describe what you would do, before implementation, to ensure the new system was viewed positively by one of the user groups you identified in part **b**.

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2 marks

Total 8 marks

**TURN OVER**

**Question 14**

Ms Fran Kinnott has just been appointed manager of Do Good for Others, a non-profit charity organisation that distributes used household goods and furniture.

Except for Ms Kinnott, who is paid, Do Good for Others only uses volunteer workers who are mainly retired people, enthusiastic about their contribution to helping others. Expenses are not an important concern as they are comparatively low. The 25 stores are located around Victoria in metropolitan and country locations. Ms Kinnott wishes to computerise the stores in order to meet the particular needs of clients as quickly as possible. She plans to provide an inventory of the stock from all stores with online updating of stock records as goods are distributed.

- a. Write a suitable goal statement for this organisation.

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1 mark

- b. Explain two possible health and safety issues that may arise from the use of computers at Do Good for Others.

1

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2

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4 marks

c. Analyse **two** other issues, apart from health and safety, that Ms Kinnott would need to consider before implementing a computerised information system.

1 \_\_\_\_\_

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2 \_\_\_\_\_

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\_\_\_\_\_

4 marks

- d. If Ms Kinnott installs a computerised information system, when would be the most appropriate time to make a statement to the Do Good for Others Management Committee that the system was a success?

	Tick the correct answer
when 90% of the volunteers thought it was a good idea	
straight after User Acceptance Testing when it had been proved that all the required functionality worked	
when the guarantee expired 12 months after delivery	
six months later when things had settled down	

1 mark

- e. If Ms Kinnott installs a computerised information system, how would she judge whether the efficiency of the stores had improved?

	Tick the correct answer
if less staff were required at each store	
if the stores made more money and she was given a pay increase	
if the number of customer requests that could be met quickly increased	
all of the above	

1 mark

Total 11 marks





