

**MARK SCHEME for the October/November 2010 question paper  
for the guidance of teachers**

**9713 APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**9713/11**

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.

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1 (a) **Four** from:

- Cameras to inspect/check work
- Welding guns to weld parts of the car body together
- Grippers to pick up/ hold parts (and place them somewhere else)
- Vacuum/suction cups to pick up parts
- Screwdrivers to place/screw in and tighten screws
- Spanners to place and tighten nuts
- Riveters to place and tighten rivets
- Spray guns/sprayer to paint the car body
- Polishers/finishers to produce a shiny finish (after painting)
- Sanders to prepare body for painting

[4]

(b) **Four** from:

- The programmer could write a program remotely
- The programmer controls the robot physically/manually
- The programmer guides the arm through each step by physically holding the arm
- The programmer has sensors attached to his/her arm
- The sensors allow data to be transmitted back to the computer
- or
- the programmer uses a remote control.
- the programmer guides the arm through each step by using a remote control.
- The computer stores the sequence of movements...
- ...as a program in its memory.
- The robot arm is therefore able to repeat the actions every time (a new unit comes down the assembly line).

[4]

(c) **Six** from:

*Advantages*

- A robot arm has greater accuracy/fewer errors than a human
- There are lower running costs/no need to pay wages/lower utility costs
- Work/work rate is of a consistent standard
- The whole process can be continuous/24 hours a day 7 days a week...
- ...without having to stop at shift changeovers
- It is a safer/less dangerous environment for humans
- Greater productivity

*Disadvantages*

- Setup and maintenance costs
- Is unable to cope with unusual circumstances
- Staff need to be retrained leading to higher costs...
- ...and loss of workers for a period of time

must have at least one advantage and one disadvantage amongst their six points to gain full marks

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2 (a) Product advertising – 1 mark

**Two** from:

Advertising a specific product

Advertising one item such as a specific model of a car

Not the whole range of cars the company sells/not the company itself.

Target audience is identified...

... and an advertising campaign that will appeal to that type of audience is created.

Media is decided upon...

...such as newspaper advertising, magazine advertising, television advertising, poster advertising, internet advertising

[3]

(b) **Four** from:

Graphics tablet to input drawings/designs

Scanner to scan (hard copy) images/text

Microphone to create voice overs/ input engine sounds

Video camera to create/input videos for including in website

Video digitiser to input videos (from an external source)

Digital camera to take photographs/upload photographs

Example of midi instruments to input background music/theme tunes

[4]

(c) **Six** from:

Pop-up advertising is little windows suddenly appears in front of the web page/tend to appear when a link is clicked/opened

A pop-up instantly grabs the attention of the consumer

Discontented consumer may avoid that organisation in future

Many computer users now have pop-up blocking software

Many users just close the pop up without reading it/ignore it

Can use pop-unders

Small windows which are placed underneath the web page being accessed

Don't appear to users until they close a window

They are not removed by pop-up blocking

Consumer regards pop-unders as less of a hindrance than pop-ups/pop ups are considered to be a hindrance/distraction/annoyance

Pop-ups and pop-unders can both be linked to the organisation's own website

Can use banners

Can't be closed unless website is closed

Sometimes banner still remains even when website closed

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**3 Six from:**

- Separate sheets can be used to store information about different classes
- Store test marks, exam marks, predicted grades, targets and attendance records (at least two must be mentioned for a mark)
- Scores can be plotted in graphs
- Used to chart progress
- Grades/percentages can be calculated from raw scores
- Statistics/averages/totals can be calculated
  - percentage attendance/number of days attended/number of days absent
  - difference between target grades and actual performance can be used
- Conditional formatting/extra column used to show progress/underachievement/overachievement
  - Cells formatted red for low achieving students/symbol placed in extra column
  - Cells formatted green for high/normal achieving students/different symbol placed in extra column
- Statistics can be used for comparison/results of all students can be compared
- Data can be filtered to list best/worst performing students
- Reports can be created
- Reports can be sent to head/parents/students using email/internet

[6]

**4 (a) Six from (max four for either):**

- Use of data flow diagrams...
  - ...(graphical method of) recording the inputs, outputs and processing
- DFD consists of terminators, processes, flow arrows and stores (at least two must be mentioned for a mark)
- Somebody/somewhere outside the system is a terminator
- Process box contains the processing for that part of the system
- Data output from the system is called a store
- Data flow is represented by arrows
- Different levels 0,1,2
- Systems flowchart...
  - ...shows inputs, processing and outputs (only if not used in DFD description)
- Generally a method of designing a systems solution
- Not found very often in the analysis stage
- Storage represented by a storage medium in a computerised system
- Outputs is represented by an output box
- Data flow represented by arrows
- Inputs represented by input medium symbol

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**(b) Eight from:**

Length check for student number...  
 ...must be only 10 characters, (no more, no less)  
 Range check on student number/test scores  
 Student number must be between 1 000 000 000 and 9 999 999 999  
 Scores must be between 0 and 100  
 Type check on student number/test scores...  
 ...must be digits only  
 Check digit for student numbers...  
 ...each separate digit is mathematically manipulated to produce a final check digit  
 Format/picture check on student number...  
 ...all **10** characters are numeric  
 (six maximum for descriptions)

Check digit would not be suitable for test scores as scores are not long enough  
 Length check would not be suitable as scores not long enough  
 Range check/Type check might not be suitable for student number as it will probably be stored as text  
 Both checks for test scores is the best recommendation.  
 Common error in student number would be transposing digits so check digit would trap this  
 None of the other checks would trap transposition errors  
 Common error is omission of digit which would be trapped by length check  
 Format/picture check on test score would be unsuitable...  
 ...as scores could be single digit, two digits or even three digits

[8]

**(c) Five from:**

A set of test data is selected.....  
 .....including normal, abnormal and extreme data  
 Data will be accepted or rejected by system  
 It is expected that abnormal data will be rejected  
 .....such as (suitable example of abnormal data must be given)  
 It is expected that normal data will be accepted...  
 .....such as (suitable example of normal data must be given)  
 It is expected that extreme data will be accepted...  
 .....such as (suitable example of extreme data must be given)  
 Expected results and actual results are recorded  
 Actual and expected results are compared  
 If validation rules don't trap errors then will need to be amended  
 Comments on comparison are recorded/comments are made as to whether system needs to be changed or otherwise  
 Live data could be used  
 Comparison between actual results and previous system results

[5]

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**5 (a) (i) Three from:**

- 3 marks for 5 or more items
- 2 marks for 4 or more items
- 1 mark for 3 items
- 0 marks for less than 3 items

Name  
Contact details i.e.phone/address  
Tax history  
National Insurance history  
Pay so far this year  
Holiday entitlement  
Pension contributions  
Rate of pay  
Tax code  
Job title  
Employee number/id number/payroll number/works number  
Social security/national insurance number  
Department worked in  
Date employed  
Bank details  
Payment method  
Date of birth

[3]

**(ii) 1 mark for worker's number and hours worked**

[1]

**(b) Five (including examples) 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

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**(c) Seven from:**

Phased implementation involves implementing one part of the system while rest of system remains unchanged/implementing system part by part

Temporary workers system could be introduced while old system for permanent workers is retained

Phased is cheaper than parallel running as you don't employ two complete sets of workers

With phased if there is a problem with the new system still have bulk of old system to fall back on unlike direct changeover

Training can be gradual in parallel running and phased implementation unlike direct changeover

Changes can be made if problems occur with phased and parallel unlike direct changeover

Phased is a slower method of implementation than direct changeover

Parallel running involves running the old system alongside the new system

If there is a problem with the new system still have the old system as a backup unlike phased implementation/direct changeover/pilot running

Parallel unlikely to be used because of expense of paying two sets of workers

Pilot running involves running new system in one branch of the organisation whilst old system still operates in other branches

Pilot is unsuitable for this situation as there is only one department being computerised

Direct changeover – involves replacing the old system with the new system all in one go

Direct is cheaper than parallel running as you don't have to employ two sets of workers

Direct is a quicker method 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

With direct changeover, if there is a problem you don't have any of the old system to fall back on unlike other methods

One mark is available for a detailed reason for a suitable recommendation

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**6 (a) Five from:**

- A laptop/PDA to access information about properties/remotely using VPN
- A laptop/PDA to organise appointments/run time management software
- Mobile Phone/Laptop/PDA (with internet connection) to access internet/access or send emails
- A laptop/PDA to store contact numbers
- Database to store information about each property
- Spreadsheet to calculate dimensions
- Word processor to type up reports
- A laptop/PDA to type up reports
- Email software to send/receive instructions
- Email software to send in reports
- Mobile phone/laptop/PDA to send/receive instructions/keep in contact with the office/manager
- Mobile phone/laptop/PDA with internet connection to send in reports
- Mobile phone/laptop/PDA to contact customers
- Laser measuring device to measure dimensions of rooms buildings
- Video conferencing software to communicate with colleagues in the office
- Webcam, headset/speakers and microphone to participate in a video conference
- Web browser to access emails
- Web browser to access details of a property
- Remote access service software to access office computer remotely
- Dongle to ensure security when using computer remotely
- Digital camera to input photos of houses

[5]

**(b) Three from:**

- Calendar function keeps a record of appointments and meeting times
- Public calendar allows many workers in an office to have access to it over a network
- Can see when he is free/ when others are free
- Public calendar is separate to his own calendar
- Advises of any meetings which are scheduled for the same time and date/avoids clashes
- Setting** the alarm for start of meeting

[3]

**(c) Four from:**

- There is no need to spend money on transport going to and from the local branch
- Saves time going to the bank/queuing
- Can bank at any time of day or night
- You can bank anywhere in the world providing you have internet access
- Ask for a loan over the Internet without being embarrassed
- Interest rates on savings accounts tend to be higher
- Doesn't have to worry about whether the mail will get their bill payments to companies on time.
- There is less likelihood of robbery and no likelihood of violence

[4]