



Rewarding Learning

ADVANCED

General Certificate of Education

2019

Centre Number

--	--	--	--	--

Candidate Number

--	--	--	--	--

Professional Business Services

Assessment Unit A2 1
assessing
Technology in Business



APB11

[APB11]

WEDNESDAY 29 MAY, MORNING

TIME

2 hours.

INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.
Write your answers in the spaces provided in the question paper.
Answer **all six** questions.

INFORMATION FOR CANDIDATES

The total mark for this paper is 90.
Quality of written communication will be assessed in Questions **3**, **4(b)**, **5** and **6**.
Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

ADVICE TO CANDIDATES

You are advised to take account of the marks for each question in allocating the available examination time.
If you do not have sufficient space to complete your answers, you may use the additional pages at the back of the paper.

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	
5	
6	

Total Marks	
--------------------	--

Answer **all six** questions

Examiner Only	
Marks	Remark

1 Identify four areas where a business uses technology.

1. _____
2. _____
3. _____
4. _____ [4]

2 Describe **one** main feature of the following IT systems used by Professional Business Services firms.

(a) Transaction Processing Systems (TPS)

_____ [4]

(b) Management Information Systems (MIS)

_____ [4]

BLANK PAGE

(Questions continue overleaf)

3 Chartam Ltd provide an online reservation system for a number of entertainment venues in Northern Ireland.

H2O Arena is considering using Chartam Ltd's online reservation system and has come to you, in your role as a professional business services consultant, to discuss using this online reservation system.

Evaluate the suitability and effectiveness of an online reservation system for H2O Arena and its users.

The quality of written communication is assessed in this question.

Examiner Only	
Marks	Remark

[16]

Examiner Only	
Marks	Remark

6 At a recent meeting of the Board of Directors Mr Pio Hughes, the Managing Director, received a report from you, a professional business services financial consultant. Your report outlined the necessity to improve financial decision making within Chartam Ltd.

As the financial consultant, evaluate the suitability and effectiveness of spreadsheets to support the financial decision making in Chartam Ltd.

The quality of written communication is assessed in this question.

Examiner Only	
Marks	Remark

Lined area for student answers.

[20]

Examiner Only	
Marks	Remark

THIS IS THE END OF THE QUESTION PAPER

Permission to reproduce all copyright material has been applied for.
In some cases, efforts to contact copyright holders may have been unsuccessful and CCEA
will be happy to rectify any omissions of acknowledgement in future if notified.