

ADVANCED General Certificate of Education 2019

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Professional Business Services

Assessment Unit A2 1

assessing
Technology in Business



[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

	Answer all six questions		xaminer C ırks Re
Ider	ntify four areas where a business uses technology.		
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3			
	scribe one main feature of the following IT systems used by fessional Business Services firms.		
(a)	Transaction Processing Systems (TPS)		
		[4]	
(b)	Management Information Systems (MIS)		
		[4]	

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(Questions continue overleaf)

Chartam Ltd provide an online reservation system for a number of entertainment venues in Northern Ireland.	Examir Marks	ner Only Remark
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.		
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	Examin Marks	er Only Remark
[16]		

ı	(a)	Employees at Chartam Ltd are complaining about the length of time they spend at a computer screen without a break. Mr Pio Hughes, Managing Director, has promised to review work practices to improve the situation for the employees.	Marks Rema
		In your role as a professional business services consultant, outline how three features of the Health and Safety Act may influence the operations of Chartam Ltd.	
			_
			[6]
	(b)	Chartam Ltd is heavily reliant on IT. Other businesses in this sector have recently experienced a total loss of data. Ms Molly Harris, Hea of IT Security, has received an email from the Managing Director advising her to have a disaster recovery plan in place.	
		Analyse the main features of a disaster recovery plan that Chartam Ltd should have in place.	
		The quality of written communication is assessed in this question.	

	Examin Marks	er Only Remark
	Walks	Kemark
[16]		

•	reservation systems. This will enable them to obtain personal data,		Examine Marks	er Only Remark
	information on shopping trends and feedback on customer experiences. The collection of this information will raise a number of social, moral and ethical issues.			
	Analyse the social, moral and ethical issues for Chartam Ltd of using this technology for capturing, storing and analysing this personal information.			
	The quality of written communication is assessed in this question.			
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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.		Examine Marks	er Only Remark
	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.			
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