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APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

9713/32

Paper 3

October/November 2015

1 hour 15 minutes

Candidates answer on the Question Paper.

No additional materials are required.

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

Do not use staples, paper clips, glue or correction fluid.

You may use an HB pencil for any diagrams, graphs or rough working.

DO NOT WRITE IN ANY BARCODES.

Answer **all** questions.

The number of marks is given in brackets [] at the end of each question or part question.

The businesses described in this paper are entirely fictitious.

This document consists of **15** printed pages and **1** blank page.

Scenario 1

Questions 1, 2, 3, 4 and 5.

A regional government agency is responsible for encouraging citizens to use ICT to access government information and services online.

The agency is also responsible for trying to reduce the 'digital divide' so that citizens can use online services and facilities provided by banks and retailers.

The agency is concerned about the antisocial use of ICT and about computer fraud. It wishes to commission a survey to be completed by citizens to reveal the extent of these problems.

- 3 Explain how the regional government could try to reduce the 'digital divide' so that more citizens would be able to access its online services.

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4 Describe **four** examples of antisocial use of ICT and for each one describe how it might be prevented. Each method of prevention must be different.

Example 1

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Prevention

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Example 2

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Prevention

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Example 3

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Prevention

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Example 4

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Prevention

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Scenario 2
Questions 6, 7, and 8.

RockICT plc is a store that sells goods online. Customers are required to have an online account for use when purchasing goods.

Peter wants to purchase goods online from the store and uses a web browser to locate and access the store's secure website.

When purchasing goods using the store's website, Peter adds the goods to a virtual shopping cart and pays for the goods online by clicking the 'buy now' button shown on the cart webpage.

The purchased goods can be kept in the store for Peter to collect, sent to Peter using the postal service or delivered by the store's own delivery vehicles.

- 6 Describe features of the store’s website that would enable and encourage Peter to browse and choose goods to add to his virtual shopping cart.

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Scenario 3

Questions 9, 10 and 11.

An international company has offices in different cities around the world.

Each of the offices has its own local area network (LAN) that uses dedicated cabling and wireless connections.

The company has an intranet which can be accessed remotely.

The office LANs are connected together using the internet to create a company wide area network (WAN).

(iv) wireless access point

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10 Compare and contrast an intranet with an extranet.

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