City & Guilds Level 3 Apprenticeship for IT Users (7574-334)

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Version 1.1

ITQ
Short answer questions
Understanding the Potential of IT
Version A

Level 3 Understanding the Potential of IT (7574-334)

Short answer questions

Introduction – Information for candidates

About this document

This document contains all the relevant information for the assessment for unit Level 3 Understanding the Potential of IT (7574-334).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion must be stopped and a suitable warning given. You will **not** be allowed to continue with this assessment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, each candidate must acquire the habits required for the workplace.

Time allowance

The recommended time for this assessment is **2 hours and 30 minutes**.

Level 3 Apprenticeship for IT Users (7574-334)
Version A

Short answer questions

Understanding the Potential of IT

Time allowance:
2 hours and 30 minutes

You should have the following for this examination
- an answer sheet
- a pen with black or blue ink

General instructions

- The answer sheet can be found at the back of this booklet.
- The answer sheet can be handwritten or completed electronically. If handwritten you **must** use a pen with black or blue ink to complete **all** parts of the answer sheet.
- Number **all** questions on the answer sheet.
- All questions do **not** carry equal marks. The maximum marks for each section within a question are shown.
- Answer **all 17** questions.

Scenario

You have been taken on as a new employee at Denis Cooper Cars, a family owned car dealership. Up until now all of the company's business has been paper based. The eldest son, Sean has taken over the business and has expressed an opinion that he feels that business is being lost as they have failed to keep up-to-date with technology.

You have been asked to take a critical look at the business and come up with recommendations and suggestions of how IT could be used to improve the business and its future potential. You are free to make any reasonable assumptions during your evaluation, if you do so clearly note these within your answers.

Question number	Question	Marks
1	Based upon the scenario give a short description outlining the potential for IT to transform both the data management and the business process for Denis Cooper Cars. Within your answer give **three** recommendations about what could be done and identify any implications for data security and confidentiality that this may have.	2
2	The use of IT may have an impact with regards to environmental issues; identify and describe how these may have an impact to the business. Your answer should include at least **three** examples including both the positive and potential negative effects.	2
3	Based on your initial findings for Task A1. State at least **four** different areas of the business that you consider would benefit from the introduction of IT and give your reasons why you see its introduction would be beneficial.	4
4	Briefly describe how Social and/or Collaborative technologies can have an effect on the business. Within your answer identify at least **four** different applications/technologies that could be used for this along with a description of how they can be used to benefit the business.	2
5	To support your arguments for the introduction of new technology to the business, give a brief explanation of the impact the internet and mobile communication has had on both individuals and society as a whole. Give at least one example to illustrate your answer.	2
6	Give **three** examples of potential barriers to your proposal and explain the effects they may have on successful implementation.	3
7	Use of the internet has increased the ability to access digital information. Give one example and an explanation of how this may benefit the business.	2
8	Give one example and an explanation of the software proposed for the flow of information within the company.	1
9	Briefly explain the key components of the IT system that you would suggest. Include hardware, software and any other aspects that you consider to be important.	3

10	Briefly explain the principle of interaction between the key components that you have considered within your proposal.	1

11	Briefly describe the meaning of 'bespoke software'. Explain one advantage and one disadvantage of using bespoke software in a company.	1
12	When implementing a new IT system, give a brief overview of how you would expect it to be carried out. Give **three** examples of factors that would need to be taken into account and how these would impact on the business.	3
13	Recommend a development that could be considered for the future use of IT for the company.	1
14	Having agreed the implementation of the new IT system and its rollout, give **three** examples that would represent security risks to the business and its IT systems.	1
15	Give **two** examples of control measures that could be put in place to prevent the identified risks and give an explanation of how these will be expected to work.	1
16	When introducing a new IT system give **two** examples and explain policies that need to be introduced.	1
17	Explain how cyber security can be improved and the risks identified.	1

Answer Sheet

This form can be handwritten or completed electronically. This document is available to download and print from the website www.cityandguilds.com/itq.

If handwritten you **must** use a pen with black or blue ink to complete all parts of the answer sheet.

If you require more space to complete each task, please ask your assessor for supplementary answer sheet.

Candidate Details

Candidate name		**City & Guilds registration number**	
Centre name		**Centre number**	
Candidate Signature			

Assessment Details

Date of assessment		**Time started**	
		Time completed	
Qualification title and number			

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City & Guilds
Giltspur House
5–6 Giltspur Street
London
EC1A 9DE

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