



5220-522 MAY 2018

Level 2 Technical Certificate in Digital Technologies

5220-522 Level 2 Digital Technologies – Theory Exam (1)

If provided, stick your candidate barcode label here.

Tuesday 22 May 2018
09:30 – 12:00

Candidate name (first, last)

First

[illegible]

Last

[illegible]

Candidate enrolment number

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Date of birth (DDMMYYYY)

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Gender (M/F)

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Assessment date (DDMMYYYY)

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Centre number

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Candidate signature and declaration*

- If any additional answer sheets are used, enter the additional number of pages in this box. ➡

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- Please ensure that you **staple** additional answer sheets to the **back** of this answer booklet, clearly labelling them with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a **black/blue pen**. **Do not** use a pencil or gel pen.
- If provided with source documents, these documents **will not** be returned to City & Guilds, and will be shredded. **Do not** write on the source documents.

***I declare that I had no prior knowledge of the questions in this assessment and that I will not divulge to any person any information about the questions.**

General instructions

- The marks for questions are shown in brackets.
- Answer **all** questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will **not** be marked.
- Cross through any work you do not want to be marked.
- Write all your working out and answers in this booklet.

- 1 a) State **two** connection interfaces used in computer systems. (2 marks)

- b) Describe the purpose of **each** connection interface stated in Question 1a). (4 marks)

- 2 a) State **two** key functions of an operating system. (2 marks)

- b) Describe how **each** function stated in Question 2a) is used in an operating system. (4 marks)

- 3 a) State **two** types of network. (2 marks)

- b) Describe how **each** network type stated in Question 3a) operates. (4 marks)

- 4 a) State **two** types of organisational risk associated with digital engagement. (2 marks)

- b) Describe the potential impact to an organisation of **each** of the risks stated in Question 4a). (4 marks)

5 Explain how an organisation complies with the following areas of legislation:

- Data protection
- Computer Misuse
- Copyright, design and patents.

(6 marks)

- 6 a) State **two** emerging threats to cyber security. (2 marks)

- b) Describe how an organisation can mitigate against **each** of the threats stated in Question 6a). (4 marks)

- 7 Explain how **each** of the following can compromise organisational security:
- Inappropriate file sharing
 - Unsecure social network accounts.
- (4 marks)

- 8 a) State **two** methods that can be implemented by a system administrator to mitigate risks to an IT system. (2 marks)

- b) Explain how **each** method stated in Question 8a) can help to protect an IT system. (4 marks)

- 9 a) State **two** reasons why an organisation backs up its data. (2 marks)

- b) Explain the importance to an organisation of **each** reason stated in Question 9a). (4 marks)

10 a) State **four** benefits of providing customer support. (4 marks)

b) Explain why one of the benefits stated in Question 10a) is important to an organisation. (2 marks)

11 Describe how an organisation can use the following types of end user support documentation: (4 marks)

- Frequently Asked Questions (FAQs)
- Forums.

- (9 marks)

[illegible]

- (9 marks)

[illegible]