Level 2 Apprenticeship for IT Users (7574-234)

ITQ (QCF)
Short answer questions
Understanding the potential of IT
Version A

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Level 2 Apprenticeship for IT Users (7574-234) Version A

Short answer questions

Introduction – Information for candidates

About this document

This document contains all the relevant information for the assessment for unit Level 2 Understanding the potential of IT (7574-234).

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**.

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Short answer questions

Understanding the potential of IT

Time allowance:
2 hours

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 18** questions.

Question number	Question	Marks
1	Using your knowledge of the organisation you work in, briefly describe the potential of IT to improve internal communications?	1
2	Using your knowledge of the organisation you work in, briefly describe the potential of IT to improve external communications?	1
3	Briefly describe **two** examples of the potential of IT to improve business processes within your organisation?	2
4	Briefly describe **two** possible positive impacts on employees of the deployment of IT?	2
5	Briefly describe **two** possible negative impacts on employees of the deployment of IT?	2
6	Briefly describe **two** benefits of new technologies on personal and social communication and interaction?	2
7	Briefly describe **two** ways in which IT can improve access to education and government services?	2
8	Briefly describe **two** ways in which IT can improve access to products and services?	2
9	Identify **two** possible drawbacks of new technologies for individuals and society?	2
10	For your organisation, describe the purpose of **three** key components of the IT system (hardware, software and communications)?	3
11	Briefly describe the roles and responsibilities of those involved in operating and supporting the IT function?	2
12	Briefly describe the guidelines and procedures for accessing IT help and support within your organisation?	2
13	Compare **two** different approaches to introducing new IT tools and systems to your organisation?	2
14	Describe **two** potential benefits from the introduction of new IT tools and systems?	2
15	Describe **two** methods used by manufacturers and publishers to control usage of digital content and devices?	2
16	Describe **two** main risks to data and personal security for IT users within the workplace?	2
17	Describe **two** types of control measures and policies organisations can put in place to maximise personal and data protection?	2
18	Describe **two** ways in which organisations can exploit new developments in technology to improve cyber security?	2

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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