
Answer **all** questions

- 1 Some IT applications use software which maintains an audit trail.
Name **one** such application and state why this facility is necessary. (3)
- 2 With the aid of appropriate examples, explain the difference between formal and informal information flows. (6)
- 3 (a) What is meant by a Management Information System? (4)
(b) State **four** factors which could contribute to the success or failure of a Management Information System. (4)
- (8)
- 4 A multi-site college is considering the introduction of an IT based system to log visitors. The current system is based on a manual log at reception. The new system will capture visual images of visitors together with details of their visit. The introduction of this system will cause considerable change for staff and visitors.

In the context of this example describe **four** factors that the management should consider when introducing this change. (8)
- 5 The Head of a school decides to adopt an IT package to maintain pupils' records of attainment. The package will be used throughout the school.
(a) (i) Identify **three** different potential users of this package. (3)
(ii) With the aid of examples, describe the different types of documentation that each user will require. (6)
(b) Training in the use of this package may be provided by a variety of methods other than formal training courses. Describe **two** possible alternative methods. (4)
- (13)
- 6 The nature, quantity and quality of data often dictates the method by which it must be captured for use within an IT system.
(a) Name **four** different methods of data capture. (4)
(b) For each method:
(i) give an example of the type of data which may be captured; (4)
(ii) state the reason why this method is particularly appropriate. (4)

(12)

7 A firm is creating a team to plan, design and implement an IT project. Describe **four** characteristics of a good IT project team. (8)

8 A sales manager claims that he is always provided with 'quality' management information from his Management Information System.

With the aid of examples where appropriate, describe **five** characteristics of good information. (10)

9 "Information Systems are mission critical, the consequences of failure could prove disastrous"

Discuss this statement, including in your discussion:

- the potential threats to the system
- the concept of risk analysis
- the corporate consequences of system failure
- the factors which should be considered when designing the 'contingency plan' to enable a recovery from disaster

Quality of language will be assessed in this question. (20)