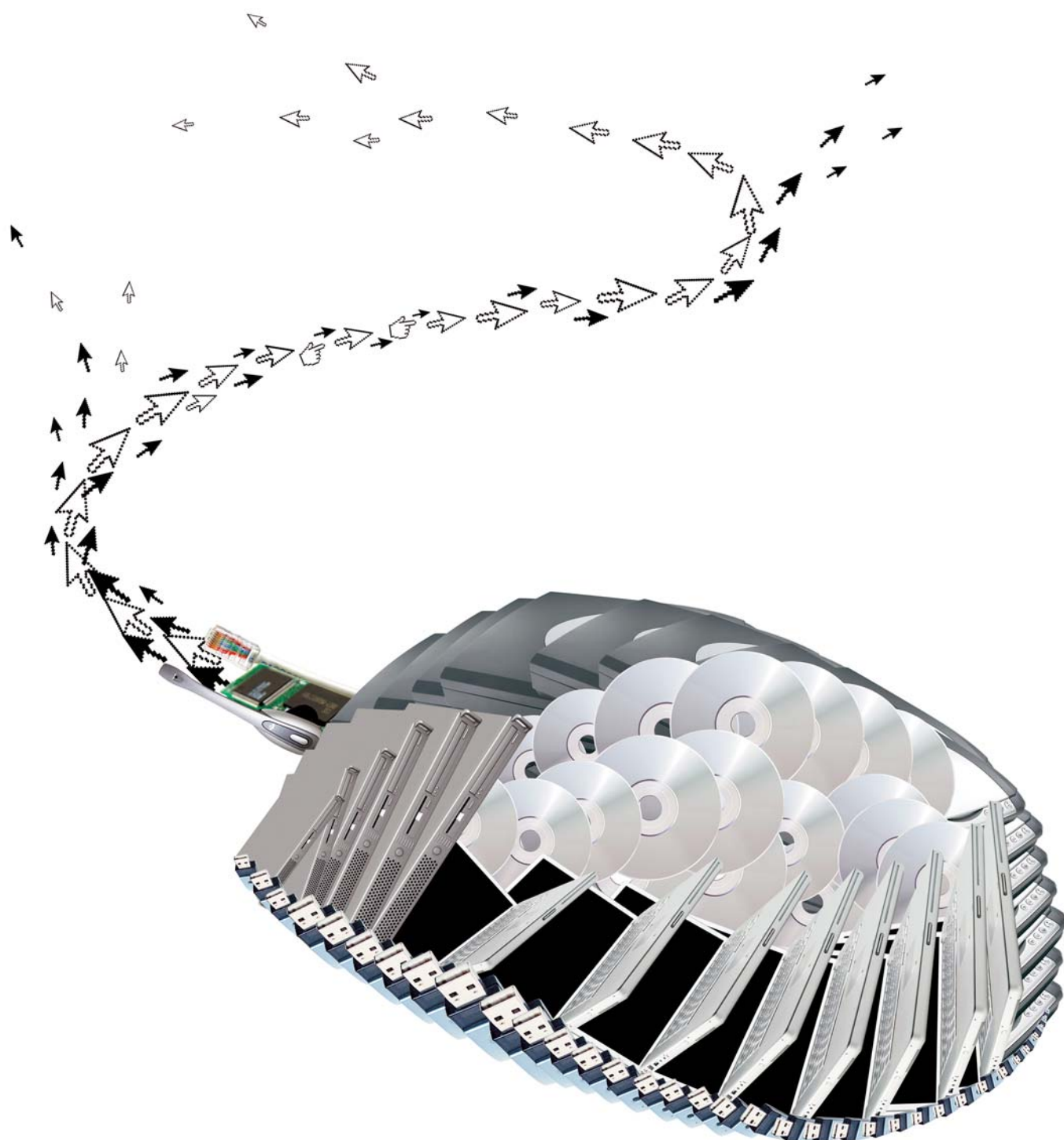


## SPECIMEN MARK SCHEME

## UNIT 7 - MANAGING TECHNOLOGY SYSTEMS





# **Level 3 Diploma Principal Learning**

## **Information Technology INF3U7**

### **Unit 7**

### **Managing technology systems**

### **Specimen Mark Scheme**

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting, they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

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**Examiners: the answers given in this mark scheme are exemplars. Credit must be given for other correct answers not given in the mark scheme. Please refer to Team Leaders where there is any doubt.**

<b>1(a)</b>	evidence of a topological diagram showing: appropriate computers (1) evidence of sharing Internet access (1) appropriate backup (1) appropriate storage facilities (1) appropriate printing facilities (1)	(5)
<b>1(b)</b>	hardware and cabling/wireless requirements (2)	(2)
<b>1(c)</b>	justification of new hardware needed (2)	(2)
<b>2(a)</b>	For each security measure e.g. antivirus software, firewall, user ID and password, physical measure statement of measure (1) x 2 description of how they help keep the system secure (1) x 2	(4)
<b>2(b)(i)</b>	up to two marks for logical procedures in correct order (2)	(2)
<b>2(b)(ii)</b>	up to two marks for logical procedures in correct order (2)	(2)
<b>2(c)(i)</b>	For example: (1 mark each) Availability of alternative computer hardware.	(1)
<b>2(c)(ii)</b>	Backup procedures.	(1)
<b>2(c)(iii)</b>	Recovery procedures.	(1)
<b>2(c)(iv)</b>	Staff responsibilities.	(1)
<b>3(a)(i)</b>	Availability = The extent to which a system providing a service to a customer avoids interruption (1) as a result of the failure of one or more of its parts (1).	(2)
<b>3(a)(ii)</b>	Service Level Agreement = a formal written contract between the customer and the provider (1) stating exactly what services the provider will supply and also in what timeframe. (1)	(2)
<b>3(b)(i)</b>	Any organisation which operates 24/7 e.g. A hospital information system (1) A credit card company (1) a factory running a 24 hour operation (1)	(3)
<b>3(b)(ii)</b>	e.g. Cost (1) Availability of in-house support staff (1)	(2)

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<b>3(b)(iii)</b>	<p>e.g.  staff must be familiar with the Service Level Agreement and who to contact (1)  all calls to the provider should be logged including the problem, the time and the date (1)  actions of the provider should be stored including actions taken, date, time. (1)</p>	(3)
<b>3(c)(i)</b>	<p>benefits of outsourcing services. e.g.  fixed costs – easier to plan a budget (1)  providers as specialists have access to a wider range of skills (1)</p>	(2)
<b>3(c)(ii)</b>	<p>risks/disadvantages of outsourcing services. e.g.  costs may be considerably more than in-house (1)  may pay for support that they do not need (1)</p>	(2)
<b>3(d)(i)</b>	<p>e.g.  loss of business as cannot do their work – loss of revenue (2)  loss of reputation as work may not be done on time and miss deadlines – loss of orders - loss of revenue (2)  clients may, themselves, miss marketing for stated release dates</p>	(4)
<b>3(d)(ii)</b>	<p>Stressful situation. Could result in financial losses for <i>Teknografix Ltd</i>.  So</p> <ul style="list-style-type: none"> <li>• all communication must be handled sensitively (1)</li> <li>• bad news should be given in person not in an email or a text (1)</li> <li>• it should be given from one senior manager to another – not at a junior level (1)</li> <li>• it should accentuate the positive and make recommendations on how to avoid loss of orders (1)</li> <li>• other examples.</li> </ul>	(4)
<b>(4)</b>	<p>Up to two marks for describing the implications for each of the bullet points up to a maximum of 12 marks. One mark for a clear introduction. Up to two marks for a conclusion and a recommendation.</p>	(15)