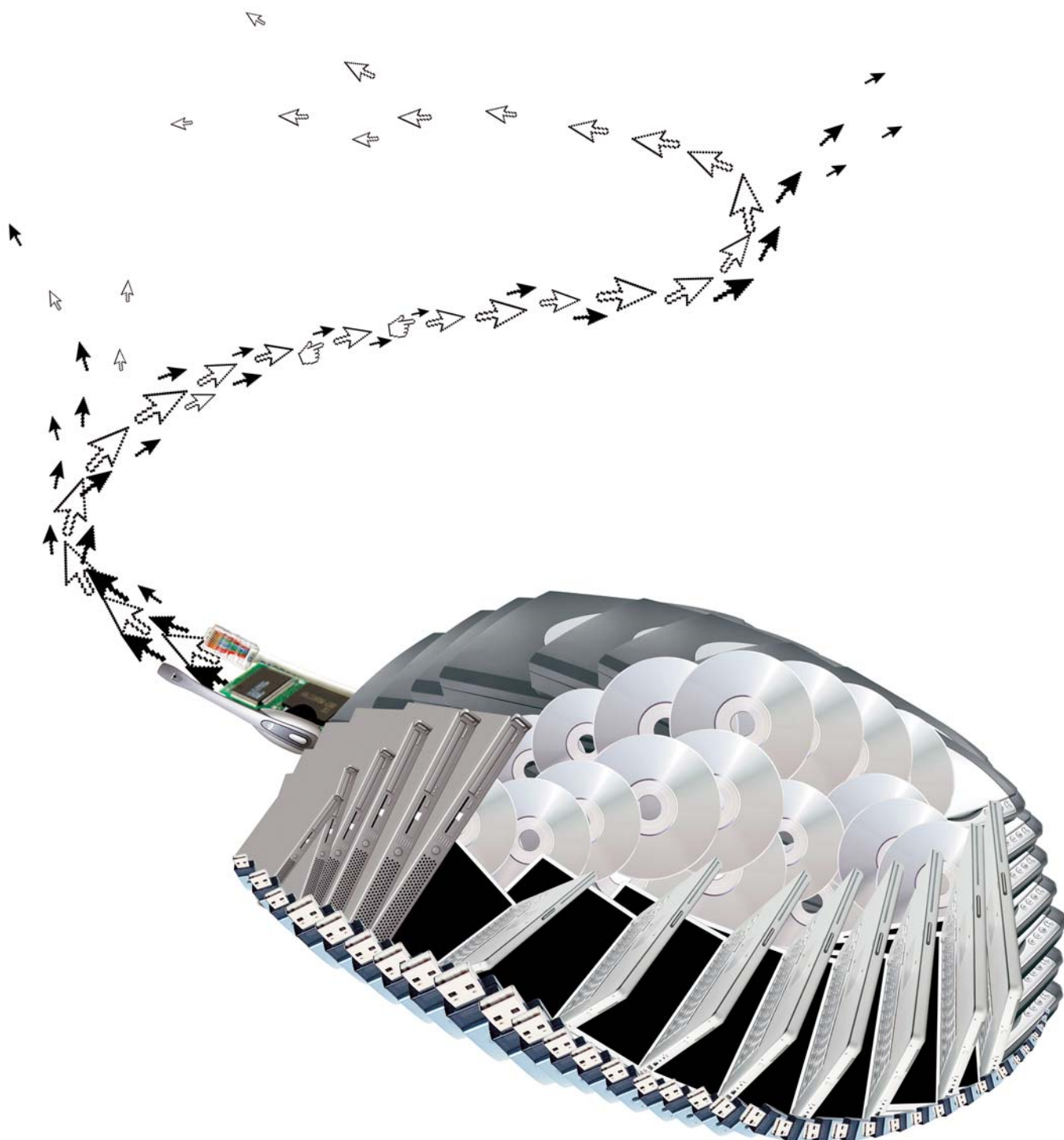


## SPECIMEN PAPER

## UNIT 7 - MANAGING TECHNOLOGY SYSTEMS





Level 3 Diploma Principal Learning  
Specimen Paper

# Information Technology

# INF3U7

## Unit 7 Managing technology systems

Date      Time

**For this paper you must have:**

- your notes on the completed Research Tasks
- another copy of the Preliminary Material
- the answer book provided.

**Time allowed**

- 2 hours

**Instructions**

- Read **all** the questions carefully first before beginning the examination
- Answer **all** the questions.
- Use black ink or black ball-point pen.
- Write the information required on the front of your answer book.
- Cross through any work you do not want to be marked.
- You can refer to your notes on the Research Tasks during the examination.
- Attach your notes on the Research Tasks to the back of your answer book at the end of the examination.

**Information**

- The maximum mark for this paper is 60.
- The marks for questions are shown in brackets.

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Answer **all** questions.

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- 1 Describe how you set up a prototype technology system solution for *Teknografix Ltd*. Include in your description:
- 1 (a) a topological diagram illustrating your solution; (5 marks)
- 1 (b) annotations showing all hardware and connectivity; (2 marks)
- 1 (c) justification of additional hardware needed. (2 marks)
- 2 (a) State **two** security measures that you put in place whilst creating the technology system solution for *Teknografix Ltd* and **for each one** describe how it helps to keep the system secure. (4 marks)
- 2 (b) Describe what actions you would take in the following situations.
- 2 (b) (i) The designer has tried to print a word-processed document and nothing happened. (2 marks)
- 2 (b) (ii) The video editor cannot access the shared storage area where he had stored several video files. (2 marks)
- 2 (c) *Teknografix Ltd* has recently adopted a disaster recovery plan.
- State **four** items that should be in this plan to maintain business continuity. (4 marks)
- 3 (a) *Teknografix Ltd* could use Service Level Agreements to maintain availability.
- 3 (a) (i) Describe what is meant by the term *availability* in this case. (2 marks)
- 3 (a) (ii) Describe what is meant by the term *Service Level Agreements* as related to technology-enabled systems in a business. (2 marks)
- 3 (b) When deciding on an appropriate service level for the technology-enabled systems of a business, there are many options.
- 3 (b) (i) State **three** different organisations that are likely to need 24/7 cover. (3 marks)
- 3 (b) (ii) State **two** factors which should be taken into account when determining acceptable service levels. (2 marks)

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- 3 (b) (iii) Describe a variety of appropriate record keeping and documentation methods required to monitor Service Level Agreements. (3 marks)
- 3 (c) *Teknografix Ltd* could use outsourcing for provision of part or all of their technology services.
- 3 (c) (i) Identify **two** potential benefits of outsourcing services. (2 marks)
- 3 (c) (ii) Identify **two** possible risks/disadvantages of outsourcing services. (2 marks)
- 3 (d) Three months ago one of the *Teknografix* computers was out of action for a week.
- 3 (d) (i) Describe **two** implications of system downtime to *Teknografix Ltd* and their clients. (4 marks)
- 3 (d) (ii) Describe **two** appropriate communications media and styles to be used by a service manager with staff from *Teknografix Ltd* when informing them of the work needed and the time required to restore availability. (4 marks)
- 4 A large national building society is considering migrating from their 25 year old mainframe computer system to a modern system which will enable customers to access their accounts online.

Discuss the implications of this change. You should include in your discussion:

- benefits for customers
- benefits for the building society
- possible changeover methods
- your recommended changeover method
- risks involved
- security issues
- staff issues including training.

(15 marks)

**END OF QUESTIONS**