

# Pearson BTEC Level 1/Level 2 Tech Award

Please check the examination details below before entering your candidate information

Candidate surname

Other names

Centre Number

Learner Registration Number

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**Time** 1 hour 30 minutes

**Paper  
reference**

**21193L**

## Digital Information Technology COMPONENT 3: Effective Digital Working Practices

**You do not need any other materials.**

Total Marks

### Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*
- This booklet contains material for the completion of the assessment under supervised conditions.
- This booklet is specific to each series and this material must only be issued to learners who have been entered to undertake the task in the relevant series.
- This booklet should be kept securely until the start of the 1 hour 30 minute supervised assessment period.

### Information

- The total mark for this paper is 60.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

### Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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Pearson

**Answer ALL questions. Write your answers in the space provided.**

**1** Marco owns a building company. Marco uses digital technology systems to design new homes for his customers and order building materials from local suppliers.

One communication platform Marco uses is email.

(a) Give **two other** communication platforms Marco can use.

(2)

1 .....

2 .....

(b) State **two** benefits of using email to communicate.

(2)

1 .....

2 .....

(c) One drawback of using email to communicate is that it requires internet access.

State **two other** drawbacks of using email to communicate.

(2)

1 .....

2 .....

(d) Marco is concerned about someone attacking his systems.

One reason why someone might attack his systems is to steal his data.

State **two other** reasons why someone might attack his systems.

(2)

1 .....

2 .....

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(e) Explain **two** ways a firewall can help protect Marco's systems.

(4)

1

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(Total for Question 1 = 12 marks)



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2 Maya has an online shop selling fair trade products.

She collects personal data about her customers.

There is legislation covering data protection. One of the data protection principles that Maya must follow is to protect the customers' personal data she has collected.

(a) State **two other** data protection principles she must follow.

(2)

1 .....

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2 .....

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(b) Maya tries to use her digital systems responsibly.

Explain **one** way she could reduce the amount of energy her digital systems use.

(2)

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(c) Maya uses cloud storage to save all her data.

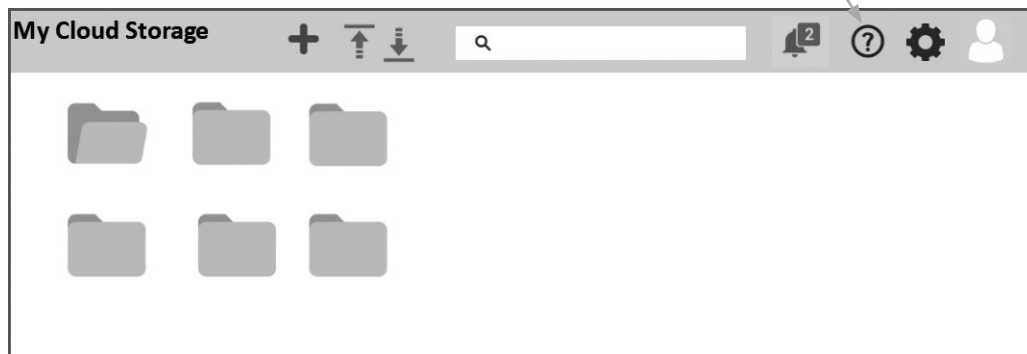
The image shows the interface that she uses.

It has been annotated to explain one of the features.

Annotate the image to explain **two other** features of the cloud storage interface.

(4)

Help feature, so Maya can access help topics if she has problems using the interface.



(d) Maya is getting rid of her old computer but is aware of the potential environmental impact.

Explain **two** ways Maya can dispose of her computer responsibly.

(4)

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(Total for Question 2 = 12 marks)

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3 The staff at a local driving school keep learners' data in a database.

They are worried about the possible criminal use of their computer systems.

(a) One criminal use of computer systems is the creation and spreading of malware.

Explain **one other** criminal use of computer systems.

(2)

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(b) The driving school uses anti-virus software.

Describe how anti-virus software protects data.

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(c) The company has an Acceptable Use Policy for staff when using the company's internet connection.

The policy states that staff must not visit websites that contain obscene, hateful or otherwise illegal content.

Explain **two other** rules that could be included in the policy.

(4)

1 .....

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2 .....

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(d) The driving school uses its database to book driving lessons.

Part of this process is:

- Learners request a driving lesson booking.
- A check is carried out to see what lesson bookings are available.
- The lesson booking is entered, and the lesson booking file is updated.
- The learner will receive confirmation of the lesson booking.
- The driving instructor will receive the lesson booking details.

Draw a top level (level 0) Data Flow diagram that shows this part of the process.

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[Empty answer box for Question 3]

(Total for Question 3 = 16 marks)



4 A company that sells books has shops all over the UK.

The company has a head office in Carlisle.

(a) Each shop stores book sales data on the shop's computer system.

They then share this data with the head office.

Describe **one** way the company head office can use this shared data.

(3)

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(b) The company has a Disaster Recovery Policy.

The policy includes the process for backing up its book sales data.

One example of information that should be in the policy is a list of files and folders to be included in the backup.

Explain **one other** example of information to be included.

(2)

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(c) The company uses book sales data for its day-to-day activities.

Discuss possible internal threats to this data and their impact on the company.

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(d) The company is introducing touch screen self-service checkouts to allow customers to pay for their goods.

The new checkouts must:

- have a good user interface design
- be accessible to customers of different ages and abilities.

Evaluate the user interface design and accessibility features the company will need to consider to meet these requirements.

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**(Total for Question 4 = 20 marks)**

**TOTAL FOR PAPER = 60 MARKS**

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