OCR

Wednesday 14 May 2014 – Morning

LEVEL 1/2 CAMBRIDGE NATIONAL IN ICT

R001/01   Understanding Computer Systems

CASE STUDY

Duration: 1 hour

INFORMATION FOR CANDIDATES

* This is a clean copy of the Case Study which you should already have seen.
* You should refer to it when answering the examination questions which are printed in a separate booklet.
* You may **not** take your previous copy of the Case Study into the examination.
* You may **not** take notes into the examination.
* This document consists of **4** pages. Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER / INVIGILATOR

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Turn over

Information for Learners

Many employees work remotely from their main office with their daily routine organised for them by a manager. This manager will be responsible for scheduling the work of each employee so that the needs of the customer are best met. (Scenario 1)

Customer feedback is a useful method of gauging the effectiveness of employees. (Scenario 2)

Scenario 1

Cable Ties Ltd is a company that specialises in installing and maintaining cable television systems. The company employs seven Cable Technicians and provides each of them with a smartphone to help them complete their work. Each Cable Technician is required to sign an Acceptable Use Policy (AUP) before they are issued with their smartphone. As part of this AUP, each technician has to agree not to download any Apps other than those included with the smartphone when it is issued.

At the end of each day, Jackie, the Office Controller, looks at all the jobs that have been booked and creates a work schedule for the next day for each technician. These work schedules are then remotely synchronised with the technicians' smartphones.

At the start of the day, and when a job is completed, each technician contacts the next customer on their schedule to confirm that the planned visit is still convenient.

Cable Ties Ltd has some 'priority' customers. A call from a 'priority' customer must be dealt with within four hours of being received. When such a call is received, Jackie will make any necessary changes to work schedules for the day. Updated work schedules are then sent remotely to the smartphones of any Cable Technicians affected by the change.

Scenario 2

Jackie, the office controller, wants to collect feedback from customers. She is not sure whether to ask customers to fill in a paper-based form while the technician is at their premises or to ask them to give feedback online after the technician's visit. Jackie knows that whichever method she chooses, she will receive a lot of feedback. She would like to be able to link the feedback from each customer to the job to which it refers.

Marcus has just started working for Cable Ties Ltd as a Cable Technician and his work is being monitored for his first four weeks. When he completes a job, he has to send an SMS message to Jackie, with the word 'Done' and the job reference. This information is then used to monitor the time that Marcus takes to complete each job**.**

Preparation

In order to prepare for the examination, you should find out the features of smartphones and how these can be used to support the day-to-day work of a travelling technician.

This should include:

- the use of wired and wireless technology to transfer information to portable devices and the benefits and drawbacks of doing so

- how information and data can be stored on portable devices

- possible drawbacks of providing technicians with smartphones.

You should also research into:

- legal and moral restrictions on the use of personal and other data

- methods by which personal data can be protected

- methods of storing data and information that is no longer required for day-to-day use

- methods of tracking the work of travelling technicians

- methods of collecting and using data about customer satisfaction

- the impact of the use of ICT on the efficiency of businesses.