

Higher Information Systems

2006 q.10 Using Information Data and Information Info Categorisation

The pie chart below shows the votes cast for contestants in a TV reality show. The contestant with the highest number of votes wins.

- a. State the *form* and *type* of the information displayed in the pie chart. **(2)**

 - b. Comment on the quality of this information in terms of its *level of detail*. **(2)**
-

2006 q.11 Using Information Data and Information OIS

What is the purpose of a management information system? **(2)**

2006 q.12 Using Information Strategies Upgrade Strategy

Identify **one** factor that would have to be considered in a decision to upgrade a company's computer software and state **why** it would be considered. **(2)**

2006 q.13 Using Information Implications of ICT Legal Implications

a. To which **one** of the following countries can personal data **not** be exported under the terms of the Data Protection Act 1988?

- (i). Ireland
- (ii). France
- (iii). United States of America
- (iv). Germany **(1)**

b. Explain your answer to (a). **(2)**

2006 q.16 Using Information Strategies

Akrom Enterprises uses a network file server to hold all the applications regularly used by each department along with all the work of each employee stored in home directories.

- a. Recommend a back-up strategy for this system. **(5)**

- b. Head office has decided to replace the existing word processing package in all its branches with a new one from a different software company. Before reaching its decision the Head office carries out an evaluation of the software. Two criteria used in this evaluation were availability of training and provision of support.
 - (i). State **four** other criteria that could be used to evaluate software. **(4)**
 - (ii). Name **two** different methods of providing training. **(2)**
 - (iii). Head office can supply user support in a variety of ways. Identify the most suitable way and justify your answer. **(2)**

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2006 q.16c Using Information Info. Management Software WP/DTP

Akrom Enterprises head office recommends that all word processed documents conform to a *house style*.

- (i). State **four** features of a house style. **(4)**
- (ii). Describe the easiest way of enabling all users to make use of the house style. **(2)**

2006 q.17 Using Information

Dundonald Building Ltd is a local construction company which has won the contract to build a new sports centre. The project manager has produced the chart shown below for the building of the sports centre.

- a.
 - (i). Would this chart be categorised as strategic, tactical or operational information? **(1)**
 - (ii). Name this type of chart. **(1)**
 - (iii). State the type of software used to produce this chart. **(1)**
 - (iv). Other than producing charts, state **two** further uses of this type of software. **(2)**
- b. The project manager has a personal digital assistant (PDA). This has personal information management software installed.
identify **three** features of this type of software and describe how the project manager would make use of each of these features. **(6)**

Sports Centre Construction								
TASKS	Start Date	End Date	March	April	May	June	July	Cost
Contract Writing	03/03	30/03	■					£50,000
Obtain Permits	25/03	04/04		■				£1,200
Site Work	04/04	30/06		■	■	■		£1,500,000
Plumbing	28/05	20/06			■	■		£55,000
Electricity	28/05	20/06			■	■		£40,000
Roof	20/06	20/07					■	£22,300
Inspection	22/07	22/07						£1,000

2006 q.8 Using Information Data and Information

Explain the difference between data and information. Use an example to illustrate your answer. **(3)**

2006 q.9 Using Information Strategies Network Strategy

What is a *distributed database*? **(2)**

2007 06 Using Information Data and Information

Define the term *knowledge*. **(2)**

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2007 07 Using Information

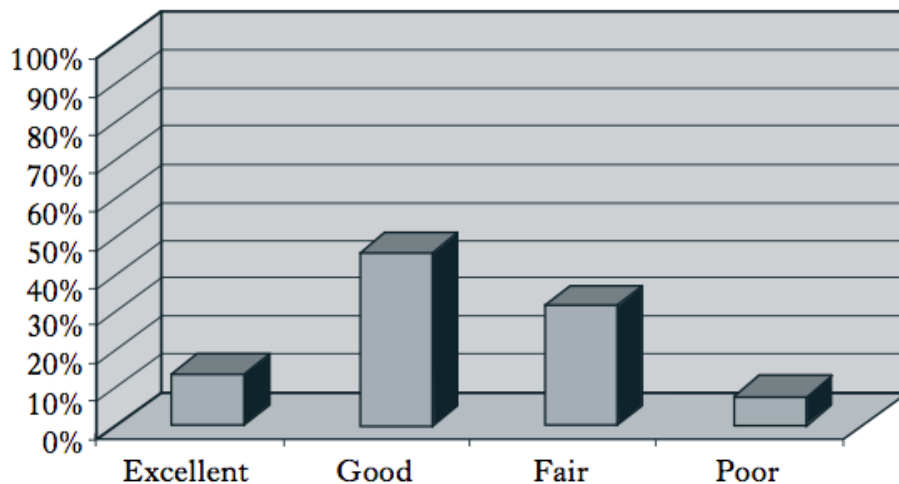
Describe **one** use hospitals make of *expert systems*. (2)

2007 08 Using Information Data and Information Info Categorisation

The chart below shows results of a survey of customer satisfaction with the standard of food at a motorway service area.

a. Explain how this information can be both *quantitative* and *qualitative*. (2)

b. State **one** factor which may affect the *reliability* of the information. (1)



2007 09 Using Information Data and Information OIS

An *executive information system (EIS)* is used at the strategic level of an organisation. Describe **one** function of an EIS that supports decision making at this level. (2)

2007 10 Using Information Strategies Software Strategy

Other than cost, state **two** criteria for evaluating computer software. (2)

2007 11 Using Information Implications of ICT Legal Implications

Describe **two** steps which employers should take to comply with Health and Safety regulations for those working with computer equipment. (2)

2007 12 Using Information Implications of ICT Legal Implications

State the purpose of the *Regulation of Investigatory Powers Act (2000)*. (2)

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2007 16 Using Information Info. Management Software Spreadsheets

The Mathematics Department of Dee Valley College uses the spreadsheet below to record marks and automatically generate grades and bands.

The cut-off scores for grades are also shown.

Any mark less than 50 is awarded a grade F.

a. Write down a suitable formula for cell C15. **(2)**

b. Using the IF function, write down a suitable formula for cell D4. **(4)**

c. The formula in cell E4 uses the bottom table to display the appropriate band.

The formula is made up of several parts. It uses a function with two necessary arguments as shown below.

= A (B, C)

(i). Describe the function labelled A.

(ii). Describe the necessary arguments labelled B and C. **(4)**

	A	B	C	D	E
1	Maths Department		Ms H Smyth		2006
2	Prelim Results				
3	Forename	Surname	Mark	Grade	Band
4	Peter	McLean	62	B	4
5	Jonathon	Spence	49	F	Fail
6	Sally	Ferguson	56	C	5
7	Hugh	MacNab	54	C	6
8	Louise	Simpson	58	C	5
9	Nicole	Wyness	43	F	Fail
10	Thomas	Benzie	65	B	3
11	Anthony	Peterson	75	A	2
12	Duncan	Jarvis	61	B	4
13	Ashley	Morrison	88	A	1
14					
15	No of pupils present		10		

A	70
B	60
C	50

	G	H
1	Mark	Band
2	0	Fail
3	50	6
4	55	5
5	60	4
6	65	3
7	70	2
8	85	1

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2007 17 Using Information Implications of ICT Ethical Implications

A company uses software to monitor employees' usage of its network.

- Why might the company choose to monitor network usage in this way? **(2)**
- Describe **one** method of monitoring employees' use of the network. **(2)**
- Comment on the ethics and legality of monitoring employees in this way. **(4)**
- An employee applies to the company under the Freedom of Information (Scotland) Act (2002) to see the full monitoring reports for the company. Is the employee entitled to this information? Give a reason for your answer. **(2)**

2007P q.10 Using Information Info. Management Software Project Management

The chart below shows how a teacher has organised the teaching of some of the units of the Higher Information Systems course.

- What name is given to this type of chart? **(1)**
- What is the purpose of this type of chart? **(1)**

	AUG	SEPT	OCT	NOV	DEC	JAN	FEB
Rel D/bases	■	■	■				
Using Info		■	■	■			
Coursework					■	■	
The Internet							■
Exams						■	

2007P q.11 Using Information Data and Information Info Categorisation

For each of the following examples state whether the information is *primary* or *secondary* and whether it is *formal* or *informal*.

- a notification of jury service from the Sheriff Court. **(1)**
- an email from a relative inviting you to a barbecue. **(1)**

2007P q.14 Using Information Strategies Software Strategy

Many large organisations use *data mining* as a tool for analysing information. Why is this so useful to such organisations? **(2)**

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2007P q.3 Using Information Data and Information Info Characteristics

The bar chart below shows the number of visitors at a castle in the last 7 years. Comment on the accuracy and completeness of the bar chart. **(2)**

2007P q.4 Using Information Implications of ICT Legal Implications

Which of the following organisations is **not** obliged to release information under the Freedom of Information (Scotland) Act:

- (i) the Police
- (ii) a local sports club **(1)**

b. Explain your answer. **(1)**

2007P q.6 Using Information Info. Management Software PIM

Identify **two** of the main features of *personal information management software*. **(2)**

2007P q.7 Using Information Strategies Security Strategy

One method of implementing a security strategy is by the use of a firewall. What is a firewall? **(2)**

2007P q.8 Using Information Info. Management Software WP/DTP

a. The editor of a company magazine wishes her writers to submit contributions which conform to the *house style* of the magazine. Which feature of the publishing software will allow the writers to do this? **(1)**

b. State **two** ways in which this feature determines the appearance of the magazine. **(2)**

2008 07 Using Information Data and Information

Explain the term *metadata*. **(2)**

2008 08 Using Information Data and Information Info Categorisation

Below is a part of a statement given by a driver involved in a road accident: "I was doing just under 30 miles per hour along High Road when the car skidded on the ice and hit the wall." State the category of this information according to its

- a. *source* **(2)**
 - b. *form*. **(2)**
-

2008 09 Using Information Data and Information OIS

Explain the purpose of a *decision support system*. **(2)**

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2008 11 Using Information Strategies Software Strategy

Ahmed has a problem using his project management software.

State **two** means by which Ahmed could obtain *user support* for this software. **(2)**

2008 12 Using Information Strategies Software Strategy

Explain how online stores such as Amazon make use of *data mining* to promote sales. **(3)**

2008 15ai Using Information Strategies Network Strategy

A monthly report is produced by several employees creating and editing sections of the document and then sending these to an editor over a Local Area Network.

a. (i). Name a suitable *topology* for this Local Area Network and draw a diagram of this topology. **(2)**

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2008 15aii Using Information Info. Management Software WP/DTP

A monthly report is produced by several employees creating and editing sections of the document and then sending these to an editor over a Local Area Network.

- a. (ii). Describe how using a *stylesheet* ensures that the monthly reports conform to a house style. **(2)**
- (iii). The monthly report contains charts. State which feature of the application software has been used to position the chart within the paragraph as shown below. **(2)**

- b. Examples of four different fonts used in the report are shown below.

Arial Century Tahoma Times

Identify **two types** of font that are shown above. **(2)**

- c. (i). State the purpose of a *header* in a document. **(2)**
- (ii). Describe how *pagination* could be used to improve the presentation of a multi-page document. **(2)**

Many questionnaires were collected to produce statistics to study the progress of our healthy eating campaign. The survey was carried out during the final week of March in each participating centre. The results make interesting reading and will be included in our submission for further funding. I have included a pie chart to illustrate the main points.



2008 16 Using Information Implications of ICT Social Implications

The ways in which shops and customers interact with each other have changed with the development of the Internet.

- a. Describe **two** changes to the relationship between shops and customers brought about by the Internet. **(4)**
- b. Governments may block certain Internet content that they deem inappropriate. Describe **two** implications of this action. **(4)**

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2008 17 Using Information Strategies

Lachlan is preparing for an interview for the job of network security manager at First Place Ltd. The company has 4 warehouses supplying 40 branches throughout the country. A stock control system is used to manage daily supplies to each branch. As part of the interview he will be asked about a security strategy for the company's organisational information system.

a. State **five** areas concerning security strategies that Lachlan should be prepared to discuss in his interview. **(5)**

b. Describe a suitable backup strategy for First Place Ltd. Your answer should describe:

- a storage method
- a recovery method
- a rotation method. **(5)**

2008P q.10 Using Information Data and Information Info Characteristics

Timing is one of the characteristics of information.

a. Describe what is meant by the timing of information. **(2)**

b. Describe how timing affects the quality of information. **(1)**

2008P q.11 Using Information Data and Information OIS

Management Information Systems (MIS) are often used to produce reports. State **two** types of report which may be produced by a Management Information System. **(2)**

2008P q.12 Using Information Info. Management Software Project Management

State **two** of the main features of project management software. **(2)**

2008P q.13 Using Information Implications of ICT Legal Implications

State **two** types of organisations covered by the Freedom of Information Act (Scotland) 2002. **(2)**

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2008P q.16 Using Information Strategies

Strathcraig High School is installing a new Local Area Network (LAN) and management information system (MIS). The MIS is used to store pupil data and attendance data. The system is also used by all staff to record assessment and progress data about pupils. Nicola is the network manager and has been given the task of developing the information system management strategies the school will use.

- a. As part of the backup strategy Nicola has decided to implement a rotation method for regular backup. Describe a suitable rotation method which Strathcraig High School could use to backup the management information system. Your answer should include mention of frequency and version control. **(6)**
- b. Some members of staff wish to access the information system from home. Describe the security implications of allowing this access. **(4)**
- c. Name and describe two other information system management strategies. **(6)**

2008P q.17 Using Information Info. Management Software Pres./Web Authoring

Nicola is network manager at Strathcraig High School. She has to deliver a presentation to the staff to outline management strategies she is proposing to implement.

- a. Nicola could use a master slide to ensure a consistent appearance in her presentation. State **three** elements of a slide which could be controlled by the use of a master slide. **(3)**
- b. Describe **three** transitions Nicola could use in her presentation. **(6)**

2008P q.18 Using Information Implications of ICT Economic

Jakub is considering setting up a small business buying and selling DVDs.

- a. Describe **three** ways in which Jakub could use ICT to gain competitive advantage. **(3)**
- b. Describe **two** business costs Jakub will have to pay if he decides to make use of ICT. **(2)**

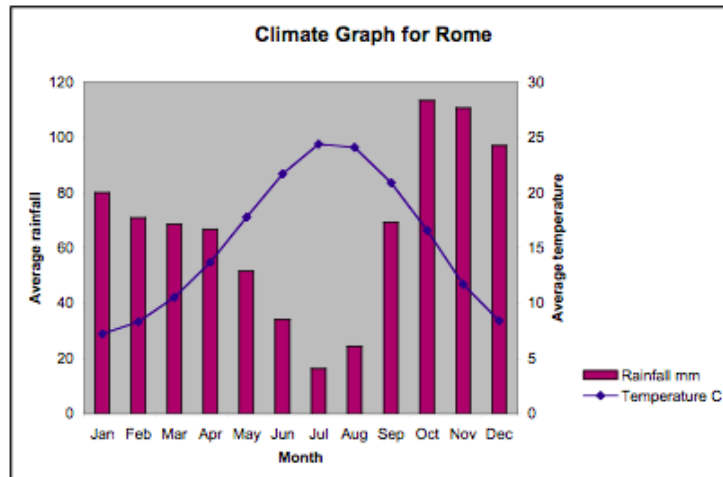
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2008P q.9 Using Information Data and Information Info Categorisation

The chart below shows average rainfall and temperature for the city of Rome.

a. Describe the nature of this information. (2)

b. Explain your answer to (a). (2)



2009 06 Using Information Info. Management Software Pres./Web Authoring

Describe how a consistent house style could be applied to a presentation. (2)

2009 07 Using Information Info. Management Software Spreadsheets

Describe how a macro could be created and then used. (2)

2009 08 Using Information Info. Management Software Project Management

State **two** features of *project management software*. (2)

2009 09 Using Information Data and Information Info Characteristics

Describe the distinction between the *cost* of information and its *value*. (2)

2009 10 Using Information Data and Information OIS

Describe **one** use managers could make of an *Executive Information System*. (2)

2009 11 Using Information Strategies Security Strategy

Viruses and other malicious software can present a security risk to information systems.

Describe **one** other security risk to an information system. (2)

2009 12 Using Information Implications of ICT Legal Implications

A resident asks his local councillor how much money the council spends on rubbish collection.

Is the resident entitled to this information? Justify your answer. (3)

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2009 15 Using Information

A supermarket chain uses a *Management Information System* to print reports on employees. An example of a daily report is shown below.

- a. Define the term *Management Information System*. **(2)**

- b. State the category of this information according to its:
 - (i). *Level* **(1)**
 - (ii). *Form* **(1)**

- c. The type of information can be *detailed*, *sampled* or *aggregated*. Identify the type of information in the shaded part of the report above and justify your choice. **(2)**

- d. State **two** *characteristics* that affect the quality of information. **(2)**

- e. Comment on the ethics of producing daily reports on employees. **(2)**

Till No	HH17	Date	20/02/09
Employee No	DF4587	Employee Name	Mr S Hutton
Start Time	8.10am	Finish Time	1.00pm
No of Customers		476	
No of items scanned		17841	
Total sales		£30479.57	

2009 16 Using Information Strategies Software Strategy

Upgrading software is one aspect of a *software strategy*.

Describe **two** other aspects of a software strategy. **(8)**

2009 17 Using Information Strategies Security Strategy

Setting up a username and password is one task involved in the creation of a *network account*.

State **three** other settings associated with a network account. **(3)**

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2009 18 Using Information Implications of ICT Legal Implications

Chatrooms allow an individual to adopt a *persona* and exchange private messages with other individuals.

a. (i). Describe what is meant by a *persona*. **(2)**

(ii). Explain why an individual might adopt a *persona* when communicating using the Internet. **(2)**

b. Two individuals use the Internet to communicate with their own private code. The police intercept part of the communication.

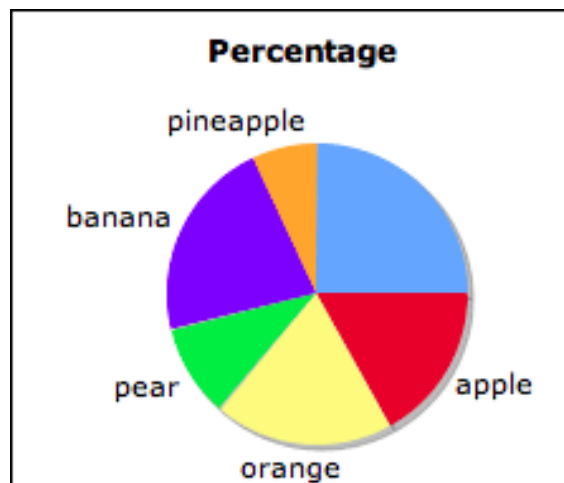
(i). Comment on the legality of this action by the police. **(2)**

(ii). Describe how the police would proceed to obtain a decoded version of the message. **(2)**

2009P q.10 Using Information Data and Information Info Characteristics

A survey was carried out where people were asked to name their favourite fruit. The result is given in the pie chart below.

Comment on the *completeness* of the information given in the pie chart. **(2)**



2009P q.11 Using Information Data and Information OIS

A *data processing (DP) system* is used by an organisation at its operational level. State which type of system would be used at each of the following levels.

a. the tactical level **(1)**

b. the strategic level **(1)**

2009P q.12 Using Information Info. Management Software WP/DTP

What is pagination in word processing software? **(2)**

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2009P q.14 Using Information Data and Information Info Categorisation

On the completion of SQA examinations each year, successful pupils receive a certificate from the SQA detailing their results. State the *nature* of this information. **(2)**

2009P q.17 Using Information Strategies

DGM Solutions have decided to upgrade their computer hardware and software but know potential problems may arise in terms of compatibility.

a. Explain why supporting legacy systems and future proofing may help overcome some of the problems. **(4)**

b. One of the methods of supporting legacy systems is by emulation. What is meant by emulation? **(2)**

c. When the present software was installed the staff were given on-the-job training. Describe **two** other methods of providing training which could be offered to staff when the new software is installed. **(4)**

d. The use of manuals and a help desk are two methods of providing user support. State **two** other methods by which users can be supported in their use of the software. **(2)**

2009P q.18a Using Information Info. Management Software Spreadsheets

One of the pieces of software the accounts department of large company uses is a spreadsheet. Two of the features of the spreadsheet they find useful are goal seeking and lookup tables.

(i). Explain how goal seeking and lookup tables can be used in a spreadsheet. **(4)**

(ii). Macros are often used in spreadsheets. What is a spreadsheet macro? **(2)**

2009P q.18b Using Information Info. Management Software Project Management

One of the main features of project management software is *critical path analysis*. Explain what is meant by a critical path.

2009P q.2 Using Information Data and Information

Explain the difference between *information* and *knowledge*. **(2)**

2009P q.5 Using Information Info. Management Software Project Management

Why are *Gantt* charts useful in *Project Management Software*? **(2)**

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2009P q.6 Using Information Implications of ICT Legal Implications

Name the Act of Parliament under which anyone intercepting electronic communications can be prosecuted. **(2)**

2009P q.8 Using Information Info. Management Software Pres./Web Authoring

State **two** advantages of creating a template when using Web authoring software. **(2)**

2009P q.9 Using Information Implications of ICT Economic

Globalisation can have a dramatic impact on the way a business operates. Give **two** reasons why a business would wish to maintain a global website. **(2)**