

HIGHER ADMINISTRATION

REVISION QUESTIONS

Information Technology For Management

Unit 1

The use of Business Software to Solve
Administrative Problems for Managers

Unit 2

Evaluation of Developments in Information
Technology in Relation to Management's Needs

HIGHER ADMINISTRATION – ITFM

Outcome 1 – Use Business Software to Solve Administrative Problems for Managers

You may use a text book or the Internet to help you with any task. Staple all reports, posters, etc to the back of this pack.

- 1 Using A3 paper design your own mind map that will allow you to build up a complete set of Study Notes on ITFM Outcome 1.
- 2 Describe the way in which information flows through a computer system. (page 4)

3 Input Devices

In the first column name the input device described. Give a description of the input device in the second column. (page 4)

Name	Description
	Has letter and number keys and has control, function and alternate keys.
light pen	
	Transfers images from original documents on to the computer for storage and manipulation.
bar coding	
	Voice recognition software translates the spoken word into text on screen.
magnetic ink character reader	
optical mark recognition	

- 4 Output Devices. Name and describe 2 output devices. (page 5)

5 Maintenance of Equipment

- a Name the procedures you should observe when cleaning ICT equipment. (page 5)

- b Why should you clean monitors? (page 5)

- c What is the first step you should take when cleaning keyboard keys? (page 5)

- d Name the operator checks that should be done on a regular basis. (page 6)

- e What should the operator do if he/she finds any faults with the computer? (page 6)

6 Installing New Software

- a What is the function of a driver? (page 6)

- b When installing new software what should you do with the hard disk? (page 6)

7 Diagnosing and Remediating Faults

- a Describe organisational policy for dealing with some faults that may exist. (page 6)

- b Name a check you should do if the power-on indicator light remains off after you have switched on the processor. (page 6)

- c The screen remains blank. Name 2 causes of this. (page 7)

- d What should you do if no mouse pointer is displayed on the screen? (page 7)

- e What should you do if the floppy disk cannot be read or written to? (page 7)

- f Name a check you should do if the printer does not appear to be working properly. (page 6)

8 Viruses

Design an Information Sheet that explains to staff what a **virus** is and how the spread of viruses could be avoided. (page 8)

9 Back-up and Safety Procedures

- a Name 3 causes of computer data being lost. (page 10)

- b Why should you make **back-up** copies of data? (page 10)

- c Where should you make back-up copies of data? (page 10)

10 Security and Confidentiality Procedures

- a What should an operator do with a disk if he/she leaves his/her workstation? (page 13)

- b Why should operators "**save and close down**" when leaving their workstation? (page 13)

- c If ICT equipment is not kept secure what may be the greatest loss to the firm and why? (page 13)

- d Design a notice for Reception Staff and computer operators highlighting the procedures to be followed when **dealing with visitors** to an organisation. (page 13)

11 Ways of Protecting Equipment and Data

- a What steps should an organisation take to **protect its ICT equipment**? (page 13)
- b Name and describe 2 methods of restricting access to software and data. (page 14)
- c Why are users only allowed to connect to one computer at a time? (page 15)
- d Why would **files be locked automatically** for a set period of time? (page 15)
- e Explain what is meant by **encryption** and when would it be used? (page 15)
- f List 5 rules you regard as the most important when **using, handling and sorting disks**. Justify your answer. (page 16)

12 Sources of Information

- a **Common Sources of Information** – Please complete the table below. In the first column name the source of information. Give a description of the source in the second column. (pages 17 and 18)

Source	Use(s)
	Names, addresses, phone, fax and telex numbers classified by trades and professions.
ABC World Airways Guide	
Roget's Thesaurus	
	road maps; hotels; garages
	Brief histories of famous living people.
Pears Cyclopaedia	
Whitaker's Almanac	
	Forms of address for people who hold a high rank or official position.
Mailguide	

- b **Electronic Sources of Information** - In the first column name the subject of the CD ROM. In your own words give a description of the uses of the CD ROM in the second column. (page 19)

Subject	Use(s)
	Companies and products
Regional Trends	
	UK catalogue of Official Publications
Hansard	

- c **Internet Sources of Information** - In the first column name the subject of the Internet sites. In your own words give a description of the uses of the sites in the second column. (page 20)

Subject	Use(s)
Foreign Exchange Rates	
	Used to find the meaning of acronyms and abbreviations.
Scottish Citylink	
Financial Times	
	Facts, figures, maps and guides for almost any part of the world.

- c In the second column of the following table list the features of each **application package** that you consider to be the most important. In the third column give an example of a use that each application package could be put to. (pages 24 and 25)

Applications	Features	Types of Tasks
Word Processing		
Database		
Spreadsheet		
Desktop Publishing		

15 Concepts of Database Management Systems (DBMS)

- a What do think are the 3 main advantages of a computerised database system? Justify your answer. (page 26)
- b Why would it be wasteful of employee time for each department to set up their own computerised database system? Justify your answer. (page 26)
- c Describe the ways in which a database management system (DBMS) can be more efficient than each department setting up their own system. Justify your answer. (page 26)
- d In your own words, what do you think are the 4 most important features of a DBMS? Justify your answer. (page 26)

- e How are web pages, web sites and the World Wide Web linked? (page 6)

- f What is a Uniform Resource Locator (ULR)? (page 6)

- g What is a search engine and how does it help find the information you are looking for? (page 6)

- h In groups, list ways in which you think businesses could use the Internet.

- i Using your notes add to the ways in which businesses could use the Internet. (page 7)

- j What is meant by internal e-mail and list some of items that can be sent from one computer to another. (page 7)

- k What is meant by external e-mail and how are computers connected to the telephone system? (page 7)

l You have read your e-mail. What can you do with the message you received? (page 7)

m Name 2 advantages that e-mail has over fax? Justify your answer. (page 8)

n Why is it preferable to use e-mail rather than the telephone? (page 8)

4 Conferencing

a How does Audio Conferencing operate and what advantages are there in using it? (page 8)

b What is the one major disadvantage of Audio Conferencing? (page 8)

c St Columba's Enterprises plc (SCEP) is thinking about using Video Conferencing. Write a report about Video Conferencing, including an introductory paragraph, the advantages and disadvantages of using it, the equipment needed to operate it and finish by giving a recommendation about whether SCEP should use Video Conferencing. (page 9)

5 Telephone Technology

- a Why would a firm wish to issue **mobile telephones** to its sales representative? (page 11)
- b Match the additional facilities of mobile phones with the description of the facility. The first one has been done for you. (page 11)
- | | | |
|-------------------------|-----|---|
| 1 Calling line identity | → a | useful when you do not wish to receive a call |
| 2 Call waiting | b | lets you see the phone number of the person calling you |
| 3 Recall | c | allows you to key in your message |
| 4 Call divert | d | lets you know someone is trying to contact you |
| 5 Short message | e | automatically takes messages when you are unable to |
- c Explain why someone would want to use a **pager**, how it operates and who would use a pager. (page 11)
- d List the key points of **Voice Mail**, including how it operates, its advantages and who would use it. (page 12)

6 Effects of New Technology

- a Design a poster highlighting the security implications surrounding ICT equipment. (page 13)
- b In what way will changes in ICT affect **working practices**? Make reference to labour and capital intensive, the benefits, errors and the changeover from paper files to computer systems. (page 14)
- c In what way does the introduction of ICT change the way in which staff are recruited and what are the **training implications** for staff? (pages 14 and 15)

d What is **on-the-job training**. Give 2 examples of on-the-job training? (page 15)

e What is meant by **off-the-job training**? Give 2 benefits of off-the-job training and one disadvantage. (page 15)

f Prepare a report for Management advising them on the introduction of ICT. It should include the following: (page 16)

An Introductory Paragraph

Working practices

Training

Benefits

Conclusion

Recruitment

Financial Implications

Advantages/Disadvantages

Recommendation

g What is the term given to employees working from their own home? How is it possible that some employees, such as architects, can work from home? (page 16)

h Why will **homeworking** become even more commonplace? (page 17)

- i In the first column are some advantages and disadvantages of homeworking to the firm. In the second column show if it is an advantage (adv) or a disadvantage (dis). (page 17)

Social aspect of work is taken away from employees.	
Avoidance of commuting.	
Reduce stress associated with travel.	
A firm can reduce overall floor space required and therefore costs.	
Loss of management control.	

- j What do you understand by the following terms (page 17)

Restructuring –

Downsizing –

Delaying –

- k What is meant by **outsourcing** and why may a company decide to outsource? (page 17)

- l Suggest benefits of outsourcing and how it could reduce costs. (page 18)

- m Prepare a report for Management on “Managing the Process of Change”. Include the following in your report: (pages 18 and 19)

an introductory paragraph

reasons why employees are wary of changes

problems that may arise if change is not handled sensitively

ways in which management can ensure changes are implemented in an effective manner