

14.1 Policy and Strategy

Please use notes and texts to answer these questions.

*1. **Essay Question.** A partnership of architects is experiencing problems with its computer systems, which are several years old. These systems run both generic and specialist software, and make use of a range of hardware, including specialist devices. You have been asked to write a report that includes:*

- the reasons why this organisation may wish to upgrade its hardware, and how it could be done;*
- the reasons why this organisation may wish to upgrade its software, and how it could be done;*
- an outline of a backup strategy for this partnership.*

Quality of written communication will be assessed in your answer.

The solution for this question is intended to provide a framework of key concepts rather than a definitive solution. The aim is to establish an agreed standard that can be applied consistently, by all examiners, taking account of the many alternative answers to this type of question.

Allocation of marks:

Hardware upgrade issues (code as H) . 6 marks

Software upgrade issues (code as S) . 6 marks

Backup strategy (code as B) . 6 marks

Quality of written communication (code as Q) . 4 marks

Maximum mark for content is **16/20**

(Note from KJT – Although some of this question might have required information from other topics, I want you to only reference content from 14.1 in order to answer it.)

2. A computer repair service uses different information systems to keep records of clients, current jobs and parts held in stock. These are accessible from a number of workstations, on a Local Area Network, which are used by several employees.

*(a) Describe **four** factors that need to be addressed in forming a suitable backup strategy that the company can use. (8)*

*(b) The manager of the company feels that some of his employees are misusing the network facilities as he has noticed an increase in the use of printer consumables. Explain **one** method the manager can use to monitor and control the usage of the printers on the network. (2)*

3. A publishing company wishes to standardise its ICT systems. Managers from all departments of this company are consulted before any standardisation takes place.

(a) Describe, using an example, one reason why this consultation is necessary. **(2)**

(b) As part of this standardisation strategy it is decided that

- no computer hardware will be used for more than a fixed number of years;
- all departments will have a standard set of applications software;
- the software must support a certain set of file formats.

Explain two reasons why the company has decided to adopt this strategy. **(4)**

4. A travel company is reviewing the current disaster recovery plan for its computer-based booking system. Bookings come into the company by various means, including via post, over the telephone and via the Internet.

(a) State, with a different reason for each one, three possible weak points in the booking system. **(3)**

(b) Besides the frequency and content of the backups, and the media used, describe two other issues that should be considered when reviewing the backup strategy. **(4)**

5. Hardware and software are often described as being 'compatible' with other hardware or software.

(a) Describe the term compatible in this context. **(2)**

(b) An emulator can sometimes be used to achieve compatibility.

Describe one advantage and one limitation of the use of emulation. **(4)**

6. Describe four factors that need to be considered when a large company is devising a backup strategy for its information systems. **(8)** marks

7. Give **four** reasons why a school might upgrade the hardware and/or the software of its information systems. **(4)**

8. Give four reasons why a large organisation should have an Information Technology Policy. **(4)**

Total: 65