

Information Systems, Data & Information - Past Questions

1. 13.3 Information flows within an organisation by both formal and informal mechanisms.

(a) What is meant by formal information flow? Give an example of a formal information flow mechanism. (3 marks)

(b) What is meant by informal information flow? Give an example of an informal information flow mechanism. (2 marks)

2. 13.4 An accountant calculates an organisations profit and loss based upon financial information from many sources. Name **three** characteristics that this information must have to be described as good information for the accountant and, for each characteristic, state why it is necessary. (6 marks)

3. 13.3 & 13.4

A high-street building society uses a data processing system to record receipts and withdrawals from its customers' accounts. The data from branches are sent once a day up to the ICT systems at head office in Yorkshire to update all master accounts, and all data is then input into various management information systems.

(a) For each of the following users, state the level of information that is needed by:

(i) a Customer Service Clerk in a local branch;

(ii) a Branch Manager;

(iii) the Managing Director of the building society. (1 mark x 3)

(b) For each of the following individuals, name a suitable output, state how it may be used, and give a typical item of data that it may contain.

(i) a Customer Service Clerk in a local branch;

(ii) a Branch manager;

(iii) the ICT Manager, controlling all ICT systems within the building society;

(iv) the Managing Director of the building society. (3 marks x 4)

(c) Explain why the information used by the Customer Service Clerk is not appropriate for the Managing Director. (3 marks)

4. 13.4 One way of classifying information is by its source, examples of which are internal, external, primary or secondary.

State **four** other ways of classifying information, giving an example of each classification stated. (8 marks)

5. 13.4

An ice-cream manufacturer is considering introducing frozen yoghurts to its product range. A market research company is to find out if there is a market for the product by asking a sample of people in city centres the same set of questions.

A paper questionnaire, like the example in Figure 1, will be filled out with the responses given by each person. Some responses are written as a cross in a box, or as a circle around a number or letter. Other responses will be written down as free text, recording

the comments made by the interviewees. The responses recorded on the questionnaires will be processed by an ICT system, and summary information will be produced for the ice cream manufacturer.

(a) For the free text responses:

- (i) suggest a suitable data capture method; (1 mark)
- (ii) describe a suitable method for trying to ensure accurate data entry. (2 marks)

(b) For the crossed or circled responses:

- (i) suggest a different data capture method that would be suitable for these responses; (1 mark)
- (ii) describe a suitable method for trying to ensure accurate data entry. (2 marks)

(c)

For the information that will be presented to the ice-cream manufacturer, suggest and justify a suitable output format for:

- (i) summarising the free text responses; (2 marks)
- (ii) summarising the crossed and circled responses; (2 marks)

(d) Explain why the market research company has chosen to use an ICT system to process the responses. (2 marks)

6. 13.3 Information Flow

The structure of an organisation can influence the flow of information through it. Explain **two** effects that the structure of an organisation could have on the flow of information. (4 marks)

7. 13.3 Information

Information produced by ICT systems may be required both within (internal) and outside (external) organisations such as schools and supermarkets.

(a) Describe **two** examples of internal information requirements, stating for each:

- who needs the information;
- what information they require;
- what it is to be used for. (6 marks)

(b) Describe **two** examples of external information requirements, stating for each:

- who needs the information;
- what information they require;
- what it is to be used for. (6 marks)

Total: 65