



**Professional Qualification in**  
**COMPUTING AND INFORMATION SYSTEMS**  
**Level 4 Diploma**

**UNIT 1 – INFORMATION SYSTEMS**

**Question 1**

Discuss the features and capabilities of the information system required by a busy international airport. (10 marks)

**Question 2**

Below is a list of characteristics that are essential for information to be effective to a manager. For each one, identify ONE possible difficulty if that characteristic is absent:

- (a) Relevant. (2 marks)
- (b) Accurate. (2 marks)
- (c) Useful. (2 marks)
- (d) Timely. (2 marks)
- (e) Complete. (2 marks)

**Question 3**

Illustrate how each of the following office applications may integrate with an information system:

- (a) Word processors. (5 marks)
- (b) Presentation systems. (5 marks)

**Question 4**

Describe the following benefits of implementing an Office Automation System (OAS):

- (a) Data storage and manipulation. (5 marks)
- (b) Data exchange. (5 marks)

#### Question 5

Describe the content of a security policy which addresses the issues for each of the following:

- (a) Data confidentiality. (5 marks)
- (b) Systems access. (5 marks)

#### Question 6

Explain how a fully-integrated information system can help support an organisation in meeting its aims and objectives. (10 marks)

#### Question 7

Describe each of the following functional stages of an information system:

- (a) Input. (5 marks)
- (b) Processing. (5 marks)

#### Question 8

Describe each of the following roles in an information system:

- (a) Helpdesk support. (5 marks)
- (b) Systems analyst. (5 marks)

#### Question 9

Describe **ONE** possible negative issue for a large organisation with duplicated information in each of the following:

- (a) Cost. (2 marks)
- (b) Making decisions. (2 marks)
- (c) Brand reputation. (2 marks)
- (d) Customer service. (2 marks)
- (e) Business efficiency. (2 marks)

#### Question 10

Identify **ONE** possible consequence to an organisation of each of the following information system risks:

- (a) Hardware failure. (2 marks)
- (b) Human error. (2 marks)
- (c) Spam. (2 marks)
- (d) Viruses. (2 marks)
- (e) Natural disaster. (2 marks)