



Professional Qualification in
COMPUTING AND INFORMATION SYSTEMS
Level 4 Diploma

UNIT 1 – INFORMATION SYSTEMS

Question 1

Evaluate the characteristics of a large information system that might be used by an online clothing retailer. (10 marks)

Question 2

(a) Explain how an information system can support an organisation's marketing function. (5 marks)

(b) Explain how the Human Resources department recruits and appoints staff to work in an information system. (5 marks)

Question 3

Explain how an information system can support the services of airport check-in. (10 marks)

Question 4

(a) Describe the benefits of internet technologies on the effectiveness of an information system deployment. (5 marks)

(b) Describe **ONE** example how mobile phone technology may integrate with an information system. (5 marks)

Question 5

Explain the benefits of a database management system for a large commercial organisation. (10 marks)

Question 6

(a) Describe **ONE** example of business-critical data that may be provided by the sales department of a large retail organisation. (5 marks)

(b) Describe the role of an information system in helping to make the data available to managers to possibly devise a new sales strategy. (5 marks)

Question 7

Explain how the following operational aspects of an organisation may be supported by an information system:

- (a) Company decision-making. (5 marks)
- (b) Business communication. (5 marks)

Question 8

State ONE possible function of each of the following departments in a large organisation:

- (a) Order management. (2 marks)
- (b) Communications. (2 marks)
- (c) Logistics. (2 marks)
- (d) Procurement. (2 marks)
- (e) Asset management. (2 marks)

Question 9

In an information system, describe the role of:

- (a) A systems analyst. (5 marks)
- (b) A computer programmer. (5 marks)

Question 10

Describe the possible content of each of the following aspects of a security policy:

- (a) Confidentiality and privacy. (5 marks)
- (b) Network maintenance. (5 marks)