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Pearson BTEC Level 1/Level 2 Tech Award

Time 1 hour 30 minutes

Paper reference	21193L
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Digital Information Technology
COMPONENT 3: Effective Digital Working Practices

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 60.
- The marks for **each** question are shown in brackets
– use this as a guide as to how much time to spend on each question.

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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Answer ALL questions. Write your answers in the space provided.

Section 1

Highchair Nursery is a local childcare organisation.

The nursery has received a government grant to buy new laptops to replace its old PCs.

The nursery would like to use the laptops to communicate with clients.

- (a) A website is one communication platform the nursery could use.

State **two other** communication platforms the nursery could use.

(2)

1

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2

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- (b) Give **two** benefits to the nursery of using a website to communicate with its clients.

(2)

1

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2

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- (c) Highchair Nursery wants to dispose of its old PCs.

Identify **two** ways the nursery could dispose of its old PCs in an environmentally friendly way.

(2)

1

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(d) The nursery is concerned about possible external threats to its laptops.

One external threat could be malware.

State **two other** possible external threats.

(2)

1

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2

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(e) Describe how antivirus software can protect against malware.

(4)

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(Total for Section 1 = 12 marks)



Section 2

AwayAgain Holidays is an online travel agency.

All its staff work from home.

(a) Identify **two** benefits to staff of working from home.

(2)

1

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2

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(b) Explain **one** drawback for staff working from home.

(2)

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(c) One of AwayAgain's staff has received an email claiming to be from her bank.

Annotate the image to state **four** reasons why she may think the email is not genuine.

An example has been provided.

(4)

<i>From:</i>	help@fraudsquad.google.org
<i>To:</i>	Betty Morris
<i>Date:</i>	29 June 2022
<i>Subject:</i>	Confirm your Details

Dear Customer

We are writing to u to let u know that there is a problem with your log in to you online bank account.

To make sure that their correct, we just need you to confirm that the information we have for you is correct and up to date.

Please follow this link to confirm your details Update Details

Cheers

Customer Services

Fraudsquad Bank

← A bank would not ask you to confirm your details using a link.



(d) Staff use a messaging app to communicate with each other.

Explain **two** benefits to staff of using a messaging app to communicate.

(4)

1

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(Total for Section 2 = 12 marks)



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Section 3

Help a Heart is a charity that raises money for life-saving research.

The charity has high street shops where people can donate and purchase items.

- (a) The charity has an IT Acceptable Use Policy, which includes the use of work email accounts by staff.

One rule of the policy is that staff must not use their work email account to bully or harass.

Explain **one other** rule for using their work email account that could be included in the policy.

(2)

- (b) The charity is trying to be more environmentally friendly and save on resources.

Explain **two** usage and settings policies it can use to help it do this.

(4)

1

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(c) Staff at the shops record data about the donors and the donations received.
This data is shared with the charity's head office.
Explain **two** drawbacks of sharing this data.

(4)

1

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(d) The charity also has an online shop where items are sold.

Part of the process for customers to purchase items is:

1. The customer searches for an item.
2. The item is selected and added to the shopping cart.
3. The customer is asked if they would like to search for more items.
4. If not, the customer is forwarded to the checkout.
5. The customer can then either cancel the order or pay for the selected items.
6. Payment is made and an email confirmation of the purchase is sent to the customer.

Draw a **flow chart** diagram to illustrate this part of process.

(6)



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(Total for Section 3 = 16 marks)



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Section 4

Paradam is a company that designs and makes unique pieces of jewellery.

The company stores its jewellery designs and customer data on its digital system.

- (a) A security breach would have an impact on the company.

One possible impact of a security breach would be data loss.

Explain **one other** impact of a security breach.

(2)

- (b) The owner of the company has heard that net neutrality is a benefit for small companies.

Describe how net neutrality can benefit small companies.

(3)

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(c) The company's digital system is kept on-site at the company's premises.
User access security is important to protect the company's digital system.
Discuss the user access restriction methods the company could use.

(6)

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- (d) The company is considering using cloud technologies to store and backup its data.

Assess the factors the company must consider when choosing cloud technologies.

(9)



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(Total for Section 4 = 20 marks)

TOTAL FOR PAPER = 60 MARKS



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