IB DIPLOMA PROGRAMME
PROGRAMME DU DIPLÔME DU BI
PROGRAMA DEL DIPLOMA DEL BI

INFORMATION TECHNOLOGY IN A GLOBAL SOCIETY
HIGHER LEVEL
PAPER 3

Tuesday 14 November 2006 (morning)

1 hour

INSTRUCTIONS TO CANDIDATES

- Do not turn over this examination paper until instructed to do so.
- Read the case study carefully.
- Answer all the questions.

*Answer **all** the questions.*

The following questions refer to the Dissan Hotel case study. Responses should include conclusions and specific examples from your research and investigation into the case study.

1. Online hotel reservation systems require guests to use credit cards to pay for bookings.

    (a) Identify **three** items of information from a credit card that are generally required by an online hotel reservation system.   *[3 marks]*

    (b) A padlock icon is sometimes displayed at the bottom right of a web browser window 🔒. Explain its significance.   *[3 marks]*

    (c) Explain how the Dissan Hotel can ensure that Hotel guests' information held on its servers is secure, even if someone gains unauthorized access to the system.   *[3 marks]*

2. Hotels such as the Dissan are increasingly attempting to provide Internet connectivity for their guests. This can be achieved by the provision of WiFi.

    (a) Define the term WiFi.   *[1 mark]*

    (b) Identify **two** hardware components of a WiFi system other than the user's computing hardware.   *[2 marks]*

    (c) Guests often experience difficulties when using WiFi in hotels. Describe **two** common problems that guests may experience.   *[4 marks]*

3. *Responses to this question should include specific examples from your research and investigation into the case study.*

    The following reports can be produced by a hotel management system.
    *   room occupancy analysis (graphical and totals)
    *   room service (services ordered by guests in their rooms)
    *   customer sources (where customers heard about the hotel)
    *   evening meals (if applicable)
    *   best customers
    *   Internet bookings.

    (a) Choose **one** of the reports from the list above and explain how data may be captured for this report.   *[3 marks]*

    (b) Choose any **two** of the reports from the list above and discuss how they could help a hotel increase the profitability of the business. Include conclusions and specific examples from your own research and investigations.   *[11 marks]*