



88095511

**INFORMATION TECHNOLOGY IN A GLOBAL SOCIETY
HIGHER LEVEL AND STANDARD LEVEL
PAPER 1**

Wednesday 18 November 2009 (afternoon)

Candidate session number

1 hour

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INSTRUCTIONS TO CANDIDATES

- Write your session number in the boxes above.
- Do not open this examination paper until instructed to do so.
- Answer all the questions in the spaces provided.



1. A courier company delivers packages worldwide. The couriers collect packages by van. A delivery label (see below) is attached to each package. The delivery label contains details such as the barcode, where it was sent from and where it is going. As the package travels to its destination, its barcode is scanned many times. This allows the courier company to track the location of each package at any time. Customers can also track the progress of their packages via the courier company's web site.

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[Source: adapted from <http://unishippers.com/content/images/airwaybill.gif>, 11 May 2009]

- (a) (i) Identify **one** input device the courier company could use to enter the barcode information from the delivery label.

[1 mark]

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- (ii) Identify **one** device in the van which can report its location to the courier company.

[1 mark]

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0209

(Question 1 continued)

- (b) Describe the steps that the courier company's IT system uses to determine the location of the package.

[4 marks]

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- (c) Explain why it is an advantage for the courier company to know the location of each package at any time.

[4 marks]

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2. There is a huge amount of drama and art available on the World Wide Web. Extracts from opera, ballet and plays can easily be watched on web sites. However, the quality experienced from such web sites can be limited.

Puccini.La Bohème.Act II.Part 1.Scala.2003.Zeffirelli





Ilunatiq

20 January 2008

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Puccini.La Bohème.Act II.Part 2.Scala.2003.Zeff...

9,158 views

Ilunatiq



La Bohème atto2(-2)

26,872 views

divabmc

[Source: <http://www.youtube.com/watch?v=aLeuKMLsEN8>, 29 May 2009]

- (a) Identify **two** technical reasons why the quality of videos viewed from web sites can be limited.

[2 marks]

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(This question continues on the following page)

(Question 2 continued)

- (b) Describe **two** reasons why some web-based videos do not play at all on a home computer.

[4 marks]

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- (c) Audiences for opera, ballet and plays have never been greater. The London West End theatre district has recently broken all records for attendances. Attendance at art galleries is also at record levels. Explain why this may be the result of the availability of web-based materials.

[4 marks]

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3. In recent years, there has been a growth of software that can convert handwriting and vehicle licence plates to text files, which can then be edited as if it had been typed. For example, post offices often use optical character recognition (OCR) software to read post (zip) codes on envelopes when sorting mail.

(a) Define the term *text file*.

[2 marks]

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(b) Describe how OCR can convert handwriting to a text file.

[4 marks]

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(Question 3 continued)

- (c) Explain why the conversion process may not be accurate using OCR techniques.

[4 marks]

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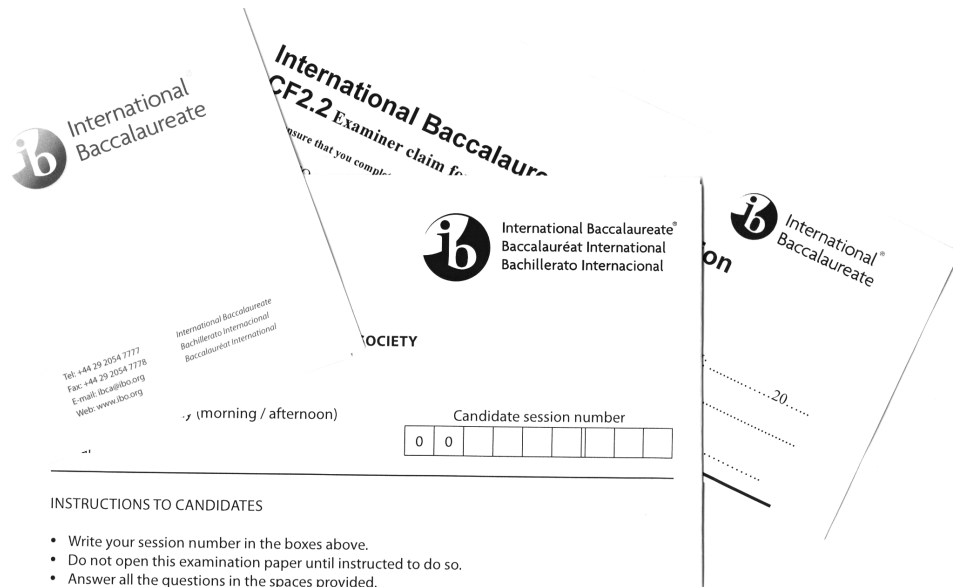
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4. In any organization, documents such as letters and invoices are produced in a consistent style.

Word processing software has many features, such as macros, style sheets and templates, that can help in producing a similar layout. Desktop publishing software can also help produce consistent documents.



- (a) Define the term *macro*.

[2 marks]

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(Question 4 continued)

- (b) Describe **two** benefits of using desktop publishing software instead of word processing software to produce a document.

[4 marks]

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- (c) Explain why organizations are concerned that their documents should have a consistent style.

[4 marks]

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