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Information technology in a global society
Higher level and standard level
Paper 2 – article

6 November 2023

Zone A morning | **Zone B** morning | **Zone C** morning

1 hour 15 minutes

Instructions to candidates

- Do not open this booklet until instructed to do so.
- This booklet contains the article required for information technology in a global society higher level and standard level paper 2.

Theme: Business and employment; Home and leisure

IT system: GPS, smartphone apps, databases

Red Dragon Taxi Company is a taxi company in the Philippines. The company has developed an app* that allows customers to book taxis.

- The app determines the customer's location and selects the nearest available taxi. It then shows their location, and the taxi's location, on a map (see **Figure 1**). It also gives the customer the
- 5 option to share their location with up to five other people, who can track their journey.

Figure 1: The *Red Dragon Taxi Company* app



Once the journey has been completed, an invoice is automatically sent to the customer.

- The *Red Dragon Taxi Company* app collects information on the customers, the taxi drivers and the routes taken. The app allows customers to provide feedback on the service they received (see **Figure 2**), and some drivers are very keen to improve their rating. Drivers can also rate
- 10 their passengers. If there are any problems with the service, they are both able to report these to the Customer Service Department at *Red Dragon Taxi Company*.

Figure 2: *Red Dragon Taxi Company's* driver rating system



* app: small specialized program run on mobile devices, the internet, a computer or other electronic device

References:

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