



**INFORMATION TECHNOLOGY IN A GLOBAL SOCIETY
HIGHER LEVEL
PAPER 3**

Friday 14 November 2008 (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.

Refer to the *La Vianda Supermarket case study* and to your own related research in responding to the following questions.

1. (a) Define the term *EDI*. [2 marks]
(b) Describe **one** way that *La Vianda* can benefit from ordering using EDI. [2 marks]
(c) Describe **one** reason why some supermarkets might resist the introduction of EDI for ordering. [2 marks]

 2. (a) *La Vianda* is considering the use of an electronic surveillance system in order to reduce the incidence of shoplifting. From the research you have carried out into supermarket IT systems, explain how an electronic surveillance system operates. [4 marks]
(b) Explain how biometrics may be used to help a supermarket combat either employee or customer fraud. [8 marks]

 3. The operation of a modern supermarket can make extensive use of smart cards such as loyalty cards, store cards and credit cards, in a variety of ways. Evaluate ways in which smart cards could help *La Vianda* improve its profitability **and** the shopping experience of its customers. [12 marks]
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