



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

Thursday 19 November 2009 (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 *N&Q Investments* case study and to your own related research in responding to the following questions.

1. Define the following terms:

(a) *IP address* [2 marks]

(b) *MAC address*. [2 marks]

2. (a) The *N&Q Investments* network manager intends to use DHCP in order to add new workstations to the company network. Explain how the use of DHCP can reduce the workload of the network manager. [6 marks]

(b) “*N&Q Investments* is trying to reposition itself as an environmentally responsible organization and is concerned about its ‘carbon footprint’ and the escalating travel costs, particularly with the need to train staff in the new offices.” (lines 40–42)

With reference to relevant steps taken by other companies, examine **two** strategies that *N&Q Investments* could adopt to reduce its “carbon footprint” when training staff in new offices. [8 marks]

3. As more employees travel on company business, *N&Q Investments* will require a detailed set of company policies for staff when they are not working in an *N&Q Investments* office. Discuss procedures that staff will need to follow relating to the security and the integrity of data when travelling. [12 marks]