Please check the examination details be	elow before ente	ering your candidate information	
Candidate surname		Other names	
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Centre Number Candidate N	lumber		
Pearson Edexcel Inter	nation	al Advanced Leve	į
Time 2 hours	Paper reference	WIT13/01	
Information Tech	nolog	Jy	4
International Advanced L	evel		
UNIT 3			
			J
You do not need any other materia	als.	Total Mark	s

Instructions

- Use **black** ink or ball-point pen.
- Fill in the boxes at the top of this page with your name, centre number and candidate number.
- Answer all questions.
- Answer the questions in the spaces provided
 - there may be more space than you need.

Information

- The total mark for this paper is 80.
- The marks for **each** question are shown in brackets
 - use this as a guide as to how much time to spend on each question.
- Calculators are **not** allowed.

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ▶



Answer ALL questions.

Write your answers in the spaces provided.

· ·
The company collects large amounts of data and uses Big Data techniques to
analyse it.

(a) One characteristic of Big Data is the volume of data collected.

A company owns and operates airports in several countries.

(i) Give **two other** characteristics of Big Data.

(2)

(ii) High capacity storage devices are required to handle Big Data.

State **one other** infrastructure requirement for Big Data.

(1)

(b) The company relies on a suitable infrastructure (devices and connections) to make use of the data it collects.

The infrastructure may develop a bottleneck.

A bottleneck could be slow storage media at the company's data centre.

A solution for this bottleneck would be to upgrade the storage media from mechanical hard drives to solid state drives.

Give **one other** possible infrastructure bottleneck and a solution.

(2)

Bottleneck

Solution



(i)	One method of controlling data storage is to use a database management system (DBMS).	
	A DBMS is not suitable for this Big Data system.	
	Explain why a DBMS may not be suitable.	(2)
(11)	The company uses symmetric encryption to keep data secure during transmission between countries.	
	Describe how symmetric encryption works.	(2)
(iii)	An alternative to symmetric encryption is asymmetric encryption.	
	Explain one reason why the company uses symmetric encryption rather than asymmetric encryption for data transmission.	(2)



(i) Describe what is meant by the term distributed system .	
(i) Describe what is meant by the term distributed system .	(2)
(ii) One problem with distributed systems is controlling concurrency.	
Give one consequence of poor concurrency control in a distributed system.	(1)
The company uses natural language processing to provide a translation service for passengers at an airport.	
The service uses a keyboard and screen to provide a chat link to a help desk.	
(i) Give one reason why a passenger may need to use the language translation	
service.	(1)
(ii) Give one benefit to the company of providing the language translation service.	
SELVICE.	(1)
(iii) Give one drawback of the language translation service to passengers.	(1)
	arks)



2 Tania has just started her final year at university. She works part time for a company that has a number of mobile phone stores.

Her goal is to work in a senior management position for the company after she graduates.

She has written objectives using SMART criteria to help her achieve her goal.

One of Tania's objectives is 'I will gain promotion to assistant manager status by completing the required training in the next six months, and applying for the role before completing my university course.'

(a) Complete the table to show how this objective fits the SMART criteria.

One row has been completed for you.

(4)

Objective

Gain promotion to assistant manager by completing the required training in the next six months and applying for the role before completing my university course.

six months and applying for the role before completing my university course.								
Criteria	How the objective meets the criteria							
Specific	Tania has set the specific objective of being promoted to assistant manager.							
Measurable								
Achievable								
Relevant/ Realistic								
Time-bound								



One characteristic of a successful pro	oject is effective planning	
Discuss other characteristics that su common.	uccessful IT projects are like	ly to have in
common.		(6)
		- *



BLANK PAGE QUESTION 3 BEGINS ON THE NEXT PAGE.



3 A garage customises cars.

For example, customisation might:

- add different effects on the paintwork
- change the wheel size
- install an entertainment system.

When a customer books a customisation with the garage the staff open a new project. This task list has been completed for a customisation project.

Task list	Booked on 1 July		
Task	Task description	Date due	Notes
1	Discuss project with customer and create a plan	5 July	
2	Create parts and paint list	8 July	Start after plan is agreed with customer
3	Order paint	9 July	Start after parts and paint list is ready
4	Order parts	11 July	Start after parts and paint list is ready
5	Unpack and check parts/paint	25 July	Needs 3 to 14 days for delivery
6	Customise car with new parts	28 July	Start after first parts arrive
7	Customise car with new paint	31 July	Start when parts are all fitted, could start up to 1 week early



(a) Create a Gantt chart in the boxed area for the tasks listed.

Your chart should indicate any dependencies.

Your chart should indicate any constraints.

You should assume that the garage operates seven days a week.

(6)

-		July																														
Task no.	Constraint	1	2	3	4	5	6	7	8	9	10	11	12	13	14	1 15	5 16	5 17	18	3 19	20	21	22	23	24	25	26	27	28	29	30	31
1																																
2																																
3																																
4																																
5																																
6																																
7																																



(b)	Some of the parts fitted in a customisation are connected to the internet of things (IoT).	
	An entertainment system might be connected to media files in cloud storage, or an engine management chip might send performance data and receive updates by wireless communication.	
	Discuss the positive and negative impacts that these two customisations and their connections to the IoT might have on the owner of the car.	(6)



	(Total for Question 3 = 15 ma	rks)
		(3)
	Describe how the augmented reality module could work.	(3)
	This module allows a driver to effectively see through some of the solid parts of the car, making it easier to manoeuvre in tight spaces.	
(c)	A possible customisation is an augmented reality module.	

4 A delivery company uses an intelligent transportation system (ITS) for fleet management.

Each vehicle has an onboard computer that sends telemetry such as location and distance driven to the ITS.

(a) One use of the ITS is to keep track of vehicle maintenance.

Maintenance of the vehicles may be:

- corrective, based on:
 - a routine fault report from a driver when a vehicle returns to the depot
 - results of monthly inspections carried out by a vehicle inspector
- preventative, based on:
 - a manufacturer's recommended service schedule
 - the distance covered by each vehicle
 - recommended replacement intervals for consumable parts
- emergency, for when a vehicle is on a delivery and has:
 - an accident, reported by the onboard computer
 - a breakdown, reported by the onboard computer
 - an unsafe vehicle report, sent by the driver or the onboard computer, that means the vehicle is unsafe to drive.

The ITS outputs a work priority list for the company's fleet manager.

Create an information flow diagram in the space on the next page to describe the maintenance process.

(9)



Draw your information flow diagram here.



(b) The delivery company also uses the ITS to organise its deliveries.	
	Each vehicle may deliver to one or more locations.	
	The ITS needs to know the total weight of each delivery so that vehicles are not overloaded.	
	Discuss what other information the ITS would need in order to organise deliveries.	
	deliveries.	(6)
•••••		
	(Total for Question 4 = 15 ma	arks)



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QUESTION 5 BEGINS ON THE NEXT PAGE.

5 Evan runs a shoe shop. He sells handmade shoes.

The shoes are made to order but Evan keeps a selected range in stock for customers to see.

(a) At present Evan uses a spreadsheet to keep track of his stock.

The table shows an extract from the spreadsheet.

Shoe model	Company name	Company telephone	Company email	Order time	Colours in stock
Melody	Dezi Hillams	7700 900430	dezi@hillams.com	7 days	black, green, red
Symphony				9 days	blue, red, yellow
Concerto				5 days	black, white
Orchid	Snugfoot Shoes	01632 960072	sales@snugfoot.com	10 days	grey, canary
Lily				2 weeks	pearl, white
Peony				10 days	crimson, green
Tulip				12 days	aqua, pearl
Metro	Stefan Mannan	7700 900147	Smannan@hotmail.com	2 weeks	smoke, tan
Urban				2 weeks	bronze, stone



u must develop a normalised database solution for him.	
eate entities showing the database in third normal form.	
entify all primary keys (single attribute or composite) and foreign keys.	
	(9)



		(Total for (Question 5 = 11 ma	rks)
Describe database	e one other way that a DBMS co e.	ould be used to manag	e security in a	(2)
The DBN	1S requires users to login with a	a username and passwo	ord.	
One fun	ction of a DBMS is to manage s	ecurity.		
(b) A compa	any uses a Database Manageme	ent System (DBMS).		

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QUESTION 6 BEGINS ON THE NEXT PAGE.



(12)

6 A computer hardware company has a help system on its website.

The current system uses a chat screen, where a customer can interact with a human customer service agent by typing and reading messages.

The company is considering a change to the help system so that the initial contact with a customer is dealt with by an expert system that includes a chatbot.

The chatbot would enable a customer to have a text-based conversation with the expert system using a chat screen.

The expert system would try to diagnose a customer's hardware problem and suggest a solution.

A human customer service agent would only get involved if the system cannot solve the problem.

Evaluate the use of the system being considered.

Your answer should include:

- how this system might work
- the advantages and disadvantages of replacing the current system with the system being considered
- a conclusion recommending whether the company should make the change.

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(Total for Question 6 = 12 marks)
(10ta.101 @dosilo110 - 12 marks)
TOTAL FOR PAPER = 80 MARKS



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