

GNVQ INTERMEDIATE
INFORMATION AND COMMUNICATION TECHNOLOGY

6413/IC

Unit 3: Hardware and Software

INSTRUCTIONS FOR CANDIDATES

JANUARY and MAY 2007

To be opened on receipt



This document consists of **7** printed pages and **1** blank page.

SCENARIO

Three experienced Vets have just set up a new surgery called Pets Need Vets. They have employed Claire Thomas as the office manager.

The address of the surgery is:

Pets Need Vets
County Town
Anyshire
AN31 6TB

01746 78784

Email: mail@pnv.com

As all three vets have previously worked in the area, they will be relying on bringing some of their customers with them from their previous employers. However, this is likely to be mainly farm clients and they would like to encourage custom from pet owners, especially owners of pedigree animals.

Pets Need Vets will also employ three veterinary nurses. Each veterinary nurse will work with one vet to form a team, with their own room in the surgery. Each veterinary nurse will be paid a weekly wage. This wage will be their hourly rate multiplied by the hours they have worked during the week.

The practice will also have to employ temporary veterinary nurses to cover periods of holiday and sickness. As veterinary nurses are often unable to give notice of when they will have to take a day off due to sickness, Claire would like to store a list of temporary staff who can be contacted easily and quickly so that the absent person's work can be covered. Claire will send these staff a file, containing the hours to be worked and a map of where to find the surgery.

Claire will take bookings from clients and would like to store these bookings on a computer. She would then like each vet and nurse team to have a computer in their room so that when pets and owners arrive for treatment, Claire can send them a message. She would also expect that vets would be able to use this computer to check her list of bookings for the day.

The surgery will have to keep records of treatment carried out on animals. When treatment takes place at the surgery premises, the veterinary nurse will be able to add details to these records whilst the vet is examining the animal. However, as veterinary nurses do not usually visit farms with the vets, any work done away from the surgery has to be recorded by the vets. At present, this is done by keeping a paper record. This is unsuitable because paper notes are often lost or become dirty. Pets Need Vets would like some advice on how this process could be made more efficient by using a computer based method. However, as vets making visits have a lot of equipment to carry, any solution needs to be quite small and should fit in a pocket if possible. Claire would also like advice on any other advantages this device could bring.

All treatment records will be used to create bills which will be sent out by Claire.

Claire will create and maintain a website for Pets Need Vets. This website should advertise the veterinary surgery.

As well as working for the Pets Need Vets practice, one of the vets, Geraint, is a part-time lecturer at Anyshire University, where he delivers courses on veterinary procedures. He currently uses OHPs to show diagrams and photographs, but would like to be able to use the University's computer system to show video, animation and sound in addition to these images. Geraint would like Claire to prepare the materials at the surgery. He will then need to transfer them safely and easily to use on the University's computer system. He would also like all files which are produced for his lectures to be saved in an area of the Surgery's computer to which only he and Claire have access.

Pets Need Vets need a computer system to carry out the following tasks:

- create and edit a map of how to find the Pets Need Vets surgery
- keep a record of farm addresses and directions of how to find them
- keep a record of addresses and other contact details of temporary staff
- produce a monthly newsletter publicising the surgery
- create and electronically archive copies of letters and bookings from customers
- store and process records of bookings made for each vet
- create support materials, which will include images, videos, animations and sound, for Geraint to use when delivering lectures at Anyshire University
- keep a daily backup of all files on the Pets Need Vets computer system
- connect to the Internet to deal with email enquiries
- produce and maintain a website for Pets Need Vets
- store details of when staff work and use these details to calculate weekly pay for each staff member.

Claire is left handed and finds it difficult to use a computer set up for a right handed person. She needs to access each software application and the Pets Need Vets website as quickly as possible. She also needs to save the pictures and other images created for Geraint in an area to which only she and Geraint have access. The system must also be secure and protected from corruption.

Task 1 – System specification

Produce a minimum specification for a suitable computer system for Claire to use.

The specification should include details of:

- input and output devices
- the main processing unit including storage devices
- operating systems and applications software
- any cables and connectors needed.

Include the purpose and properties of each of these.

You should also recommend a suitable device for the vets to take on farm visits so they can take notes.

Make recommendations on health and safety, security issues and any configurations that are required, especially any specific changes that any one member of the Pets Need Vets team may need.

Task 2 – Systems and software configuration

Your tutor will provide you with a computer system and applications software.

You must configure the operating system and the applications software to meet the needs of Pets Need Vets as described below.

- (a) Claire will store a lot of information on the computer system. This information has to be well organised. Claire would like a directory/folder that is used only for Pets Need Vets. This should have three sub-directories/folders named:

- staff
- suppliers
- customers

The main folder should be given a name that makes it clear what information the folder contains.

You will need to produce screen print(s) showing the new directories/folders you have created and named.

Do not add any further word-processed or handwritten information to your screen print(s).

- (b) Claire is concerned that she will not be able to find letters saved on her computer. Configure the word processing software so that all files are automatically saved to the 'customers' folder.

For this change you must produce:

- **one** screenprint clearly showing the dialogue box **before** you make the change,
- **one** screenprint clearly showing the dialogue box **after** you make the change.

Do not add any further word-processed or handwritten information to your screen prints.

- (c) Claire finds small text difficult to read and wants the spreadsheet software configured so that the default font size for all files is 16.

For this change you must produce:

- **one** screenprint clearly showing the dialogue box **before** you make the change,
- **one** screenprint clearly showing the dialogue box **after** you make the change.

Do not add any further word-processed or handwritten information to your screen prints.

- (d) Claire has noticed that the word processing software spell checker seems to ignore words that include numbers. She would like the word processing software configured so that all documents are checked for this type of error.

For this change you must produce:

- **One** screen-print clearly showing the dialogue box **before** you make the change,
- **One** screen-print clearly showing the dialogue box **after** you make the change.

Do not add any further word-processed or handwritten information to your screen prints.

Task 3 – Specification for a macro

Claire often writes letters to temporary staff. Claire has asked you to produce a macro to enter the text 'Pets Need Vets' and email address to these word processed documents. The macro should carry out the following tasks:

- open a new document
- move the cursor down four lines and add **Pets Need Vets** in bold
- move down two lines
- change to a different font
- add the email address (mail@pnv.com)

You must produce a listing or screen print to show the content of the of the macro.

Do not add any further word-processed or handwritten information to your screen prints.

Task 4 – Specification for an HTML program

Pets Need Vets want to use a **three** page website to advertise the veterinary surgery. At least one page must be to attract more custom from owners of domestic pets.

Produce a website for Pets Need Vets. Your website must include a home page with hyperlinks to **two** other pages of information that you have produced.

- (a) Your website must include:

- suitable text
- suitable photographs
- suitable images other than photographs
- control buttons
- hot spots

For **each** web page, you must produce:

- a design plan
- a listing of your HTML code
- a print out of the webpage.

Do not add any further word-processed or handwritten information or any form of highlighting or other emphasis to your print outs.

- (b) Choose three **different** aspects of your **home page** that could be improved by simple changes to the HTML code. Using suitable software, access the code and make your changes. Use each **type** of change **once** only.

Only changes to your home page will be considered.

Reprint the HTML code once you have made these changes.

Do not add any further word-processed or handwritten information or any form of highlighting or other emphasis to your printouts.

Preparing for the examination

Make sure your name, candidate number and centre number is on each page.

Put your work in the correct order and number all pages.

Ensure all print outs do not have any other word-processed or handwritten information other than required by the tasks.

Complete and sign and date a Candidate Authentication Form. Attach this to the front of your tasks.

Hand in your completed tasks to your teacher.

BLANK PAGE

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (OCR) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.