Scenario 1
Questions 1 and 2

The North Siberia Motor Company is a manufacturer of cars and vans. It has a modern factory and a computerised production line in Verkhoyansk. Robot arms are used in the manufacture of each car.

Temperatures are very low most of the year, but it still gets very warm in summer. An air conditioning system has to be used to maintain a constant temperature. In addition to its normal components the system also has heating elements. A Programmable Logic Controller (PLC) uses a PID algorithm to control the air conditioning system.
1 (a) Describe, using examples from the scenario, the difference between discrete process control and continuous process control.

(b) Describe how a PLC would use a PID algorithm to maintain a constant temperature in the air conditioning system.
2 (a) Name two end effectors which would be attached to the robot arms for the holding of car body parts.

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(b) Name and describe the role of three end effectors used in the painting process.

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(c) Programmers can use sensors when programming robot arms to carry out a task when assembling a car.

Describe **four** of the steps to carry out the programming of the arm.

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(d) Describe **four** costs to the company of introducing robotic arms.

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(e) Describe **two** benefits to the workers caused by the company using robotic arms.

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Scenario 2
Questions 3 and 4

A UK book publisher uses an out of date record keeping system for storing:

- details of the books it publishes
- the bookshops it sells them to.

The company publishes many books by a number of authors. Anneke, the managing director, wants to introduce a new system and she has employed the services of a systems analyst, Hasani, to investigate the current system and create the new one.

Hasani will use a variety of methods to collect information about the existing system before designing the new one.

It is likely that Hasani will decide to create a relational database system.
Identify **three** methods Hasani could use to collect information when researching the current system and for each method describe **one** benefit and **one** drawback.

**Method 1**

Benefit of method 1

Drawback of method 1

**Method 2**

Benefit of method 2

Drawback of method 2

**Method 3**

Benefit of method 3

Drawback of method 3

Name and describe **two** types of diagram which Hasani could use to record the information he will collect when researching the current system.

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[4]
(c) After Hasani has completed the analysis stage he will decide on the following items during the design stage.

For each item, describe a factor which will influence the choice of the item.

Specifying the required hardware

Designing data collection forms/screen layouts

Designing validation routines

Designing the required file structure
4 (a) Using this scenario describe what is meant by a key field.

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(b) Describe how the key field will be used in the creation of a relational database.

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(c) Give three reasons why a relational database would be better than two separate flat files.

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Middletown Bank operates a phone banking system as well as maintaining a number of branches throughout New Zealand. The bank has a call centre in Mumbai, India.

When using this system of phone banking, customers are asked to provide details of their bank account before giving three characters from their six character password. These are never the same three characters in successive logins. Phone calls are processed using Interactive Voice Response (IVR) software.

The bank is looking to further reduce costs. It is in the process of introducing an online banking system which may lead to branch closures.

Middletown is aiming to expand and offer a number of extra services to customers. It has asked an advertising company to help it advertise these. It has decided to use multimedia presentations in shopping malls to do this.
5 (a) Give **two** items of bank account information, other than their password, that a phone banking customer is asked to input using the phone.

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(b) Explain why the system asks for just three characters of the customer’s password.

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(c) Describe **three** steps in the processing of a customer’s request by IVR software.

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(d) Give **two** reasons why a customer might not be satisfied with the phone service.

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6 (a) Describe three ways in which online banking will cut costs for the bank.

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(b) Describe two ways in which initial costs to the bank will be greater due to the introduction of online banking.

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(c) Apart from not having to travel to the local branch of their bank, describe four benefits to the customer of online banking.

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7 (a) Identify three other types of organisation which would use service advertising.

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(b) Compare and contrast the use of a slide show with alternative methods of advertising.

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