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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education
Advanced Level

**APPLIED INFORMATION AND
COMMUNICATION TECHNOLOGY**

9713/04

Paper 4 Practical Test

For Examination from 2008

Specimen Paper

2 hours 30 minutes

Additional Materials: Candidate Source Files

READ THESE INSTRUCTIONS FIRST

Make sure that your **name**, **centre number** and **candidate number** are clearly visible on every printout, before it is sent to the printer.

Carry out **every** instruction in each task.

Before each printout you should proof-read the document to make sure that you have followed all instructions correctly.

At the end of the assignment put **all** your printouts into the Assessment Record Folder.

The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **5** printed pages and **1** blank page.



UNIVERSITY of CAMBRIDGE
International Examinations

Read this before attempting the paperSCENARIO

You are working for the South India Motor Company and you are going to automate some of their business processes.

You are to set up a number of processes, each of which will be accessed from a menu or other selection facility which you will create. The tasks you must undertake are:

- Produce a personalised letter to customers whose cars were first registered between two selected dates. This will involve linking information from two data files.
- Produce a second letter to customers. In this case, the customers will be selected by extracting information from one of the fields in the car sales records.
- Create the menu system which will enable the user to carry out any of the above tasks.
- Produce a short user guide to the system you have created.
- Provide printed evidence of the methods you have employed.

Task A – Labels for Customers letters

Marks

Cars have to be tested when they are three years old. You need to produce labels addressed to customers whose cars are due for a test.

- 1 Prepare to print labels for some customers.
The file **FORMLABEL.RTF** shows the structure of the label and the fields required for each label.
- 2 The necessary information can be obtained from the files **CARSALES.CSV** and **SERVICECENTRES.CSV** You will need to link fields in the two files to obtain all the merge information. Use an appropriate software package to do this.
- 3 Provide a printout of lookup formulae and/or relational links you have used to connect the two sets of information. [5]
- 4 Add the following records to the database: [2]

VIN	RegDate	Location	Name1	Name2	Title	Address1
FMM7471562	10-Jun-02	RA	Tina	Patidar	Mrs	8 Ridgeway
FFM2674091	31-Dec-02	RA	Mohamed	Ravi	Mr	14 Ferrers Crescent
- 5 Insert merge fields into a suitable sized master form label.
- 6 Print a copy of your merge document showing merge codes used. [10]
- 7 Select cars registered in **June 2002**, and merge records only for cars registered in this month. [2]
The labels should be presented in ascending order of *Town*, then *Name2* [3]
- 8 Print the resulting labels for the new June tests records only. [3]

Task B – Letter to Customers

Some cars have to be recalled for urgent checks. You need to identify the vehicles from their VIN number (a unique vehicle identification number) and produce letters informing customers of the need to book a check.

- 9 The vehicles recalled all have **FM** as the second and third characters of the VIN number. You will need to extract records where the second and third characters of the *VIN* number are *FM*. Use an appropriate software package to do this.
The recalled cars were manufactured before *1 January 2004*.

You will need to use the files **carsales.csv** and **servicecentres.csv**
- 10 Provide a printout of query criteria or filters you have used to extract the relevant information. [3]
- 11 Open the file **RECALL.RTF**
- 12 Insert field names into your document so that necessary information can be obtained from filtered records based on the files **carsales.csv** and **servicecentres.csv** [11]
The field <insert> should be set to receive text input from the keyboard when the merge is created. [1]

- 13 Print a copy of your merge document showing merge codes used.
- 14 Select only cars which meet the recall criteria. Merge these records to produce letters to customers. [1]
Insert the word **steering** when prompted. [1]
- 15 Print the letters for the recall checks only. [1]

Task C – Menu System

You are required to create a menu system so that a person not familiar with the software can easily carry out the administrative tasks above and other similar ones.

- 16 Using suitable software, create a menu system or other facility which will enable the user to choose between the following two options: [4]
- Call up the test dates records and select records of cars due to be tested in a certain month (cars need to be a minimum of three years old to require a test) to merge with a customer letter. [3]
- Make sure that when updating the records, only valid branch codes can be entered and that branch codes in the Service centres file must be unique. [2]
- Make sure the user can search for tests in a certain month for cars a minimum of three years old, and can distinguish first tests from repeat tests, adding a field to the form letter to add the text **This is a first test** for first test occasion and **It is time for a retest** on subsequent occasions. [3]
- or [3]
- Produce a manufacturer's recall letter to customers. Recalls identify cars by the second two characters of their VIN number, and are specified for cars manufactured between certain dates.
- Make sure that VIN numbers cannot be duplicated. [2]
- Make sure that the user can specify **any** two letter recall criteria and specify start and end dates for the query. [2]

The data files and labels/form letters to recall will be the ones you have already saved or now need to amend.

The user should be able to close files and return to the main menu on completion of their task.

- 17 Provide printed evidence of the methods you employed
- to control data input
 - enable user selection of relevant files to work on, (provide evidence of links, macros or commands used to enable choices to be made)
 - and selection criteria to enable production of labels or letters.

This could be listings of macros and/or queries or filters or table properties.

Task D – User Guide

18 Provide a short user guide to explain to the user how your menu system works.

The guide should include:

- Explanation to new user how to operate the menu system [8]
- Include examples of relevant searches that can be made [8]
- Include what to do in case of errors (file to access, query names, etc.) [8]
- Additional marks will be awarded for appropriate illustrations of the steps involved, such as annotated screen prints.

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