

Year 12 Theory Assignment 1:

1. Islamabad Translation Services is a company which employs a number of workers who translate documents between English and Urdu. Because much of the work is done on an individual basis, Faisal, the manager wants to allow the translators to work from home.

Shaista is a translator and she would like to work from home. She, like other workers, already has a standard PC with monitor, keyboard and mouse.

- a) Describe the personal characteristics that Shaista would need to have before Faisal would recommend that she be allowed to work from home. [3 marks]
 - b) Describe, including their uses, the extra hardware that each worker will need to have in order to work from home. [3 Marks]
2. Sellafield food shops is a national chain of supermarkets in the UK. They have recently implemented a website for their customers, who can now order their shopping online and have it delivered to their home. They have also created an overseas call centre so that if customers have problems with the website they can contact the company to fix these problems. The management of the call centre is to introduce shorter working periods (shifts) due to pressure from the workers.
 - a) Describe the features of a well designed online shopping website [4 marks]
 - b) Explain the security issues involved with such a website. [3 Marks]
 - c) Describe some of the health and safety problems which might occur because of the call centre operators' use of computers. [4 Marks]
 - d) Describe possible changes to the working patterns of call centre operators caused by the new shift patterns. [3 Marks]

- **Type your answers in a Word document, then send it through the VCN ICT Portal.**
- **Deadline for the assignment is Tuesday, 21st.**
- **This assignment is 20 marks and it CONTRIBUTES to your Midterm.**
- **No "copy – paste" from friends. You lose marks if found out. (Trust me, I can tell who copied from who!)**