

Name \_\_\_\_\_

## WORKSHEET 12 – USE OF IT IN EVERYDAY LIFE

Make sure that you are familiar with all of the information detailed in this booklet. There are a number of tasks for you to carry out, be sure to read the information fully whilst completing the tasks. You could be asked about any of this in the test!

**Use the theory notes in the worksheet 12 section of the teach-ict.com site to help you complete this booklet.**

### TASK 1: COMPUTERS VS PEOPLE

There are some situations where it is more appropriate to use a computer rather than a person to carry out tasks.

**Write each task below under the correct heading in the table:**

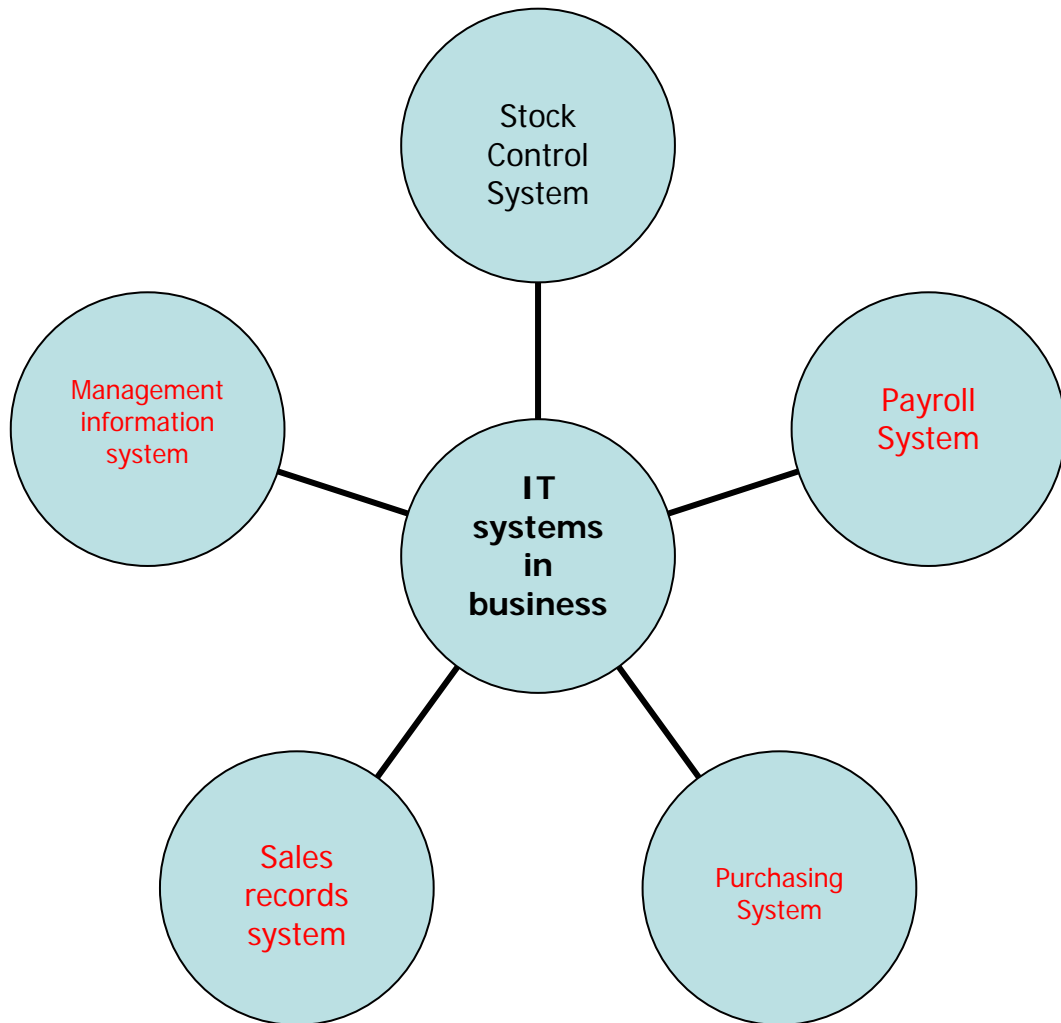
adapt to the unexpected  
perform fast, accurate mathematical calculations  
apply judgement  
perform easily automated tasks  
have human emotion for dealing with customers  
be safer in dangerous situations  
perform repetitive tasks accurately  
use initiative

COMPUTER SYSTEMS	
BENEFITS	DRAWBACKS
Can perform fast, accurate mathematical calculations	Cannot adapt to the unexpected
Can perform easily automated tasks	Cannot apply judgement
Can be safer in dangerous situations	Cannot have human emotion for dealing with customers
Can perform repetitive tasks accurately	Cannot use initiative

## TASK 2: IT AND BUSINESS

Identify some of the IT and computer systems which might be used in a business.

Add them to the diagram below.



Write down the extra fact(s) that you found out for yourself about one of these systems:

### TASK 3: IT AND BANKING / INSURANCE

1. What do the letters 'ATM' stand for? **AUTOMATED TELLER MACHINE**

2. In your own words, explain why ATMs are so popular with customers

- **THEY CAN BE USED 24 HOURS A DAY.**
- **NO NEED TO QUEUE IN THE BANK**
- **AVAILABLE IN LOCAL SHOPS AND GARAGES**
- **CAN ALSO GET STATEMENTS/ BANK BALANCES**

3. In your own words, explain why ATMs are so popular with banks

- **REDUCES THE NUMBER OF STAFF NEEDED**
- **CUTS COSTS AS CUSTOMER DOES THE WORK**
- **CAN PROVIDE A SERVICE OUTSIDE OPENING HOURS**

4. What are the benefits to customers who bank online?

- **AVAILABLE 24 HOURS A DAY**
- **CAN BANK AT HOME**
- **CAN DO MOST OF THE THINGS YOU CAN DO IN THE BRANCH**
- **BETTER INTEREST RATES**

5. What are the benefits to banks who offer online banking?

- **MUCH CHEAPER TO RUN THAN HIGH STREET BRANCHES**
- **CUSTOMERS DO MOST OF THE WORK**

6. Identify one possible problem with online banking

**CONCERNS ABOUT SECURITY OF ACCOUNTS**

7. Why do you think that insurance companies need to use computer systems?

- TO KEEP TRACK OF ALL POLICIES TAKEN OUT
- TO AUTOMATICALLY FIND ALL POLICIES THAT NEED TO BE RENEWED
- TO BE ABLE TO CALCULATE THE PAYMENT TO BE GIVEN IF A CLAIM IS MADE

8. Which of the following types of computer do you think that a bank and insurance company would use?

Supercomputer	<input type="checkbox"/>
Mainframe	<input type="checkbox"/>
Desktop PC	<input type="checkbox"/>
Laptop	<input type="checkbox"/>
Palmtop	<input type="checkbox"/>

#### TASK 4: IT AND AIRLINES

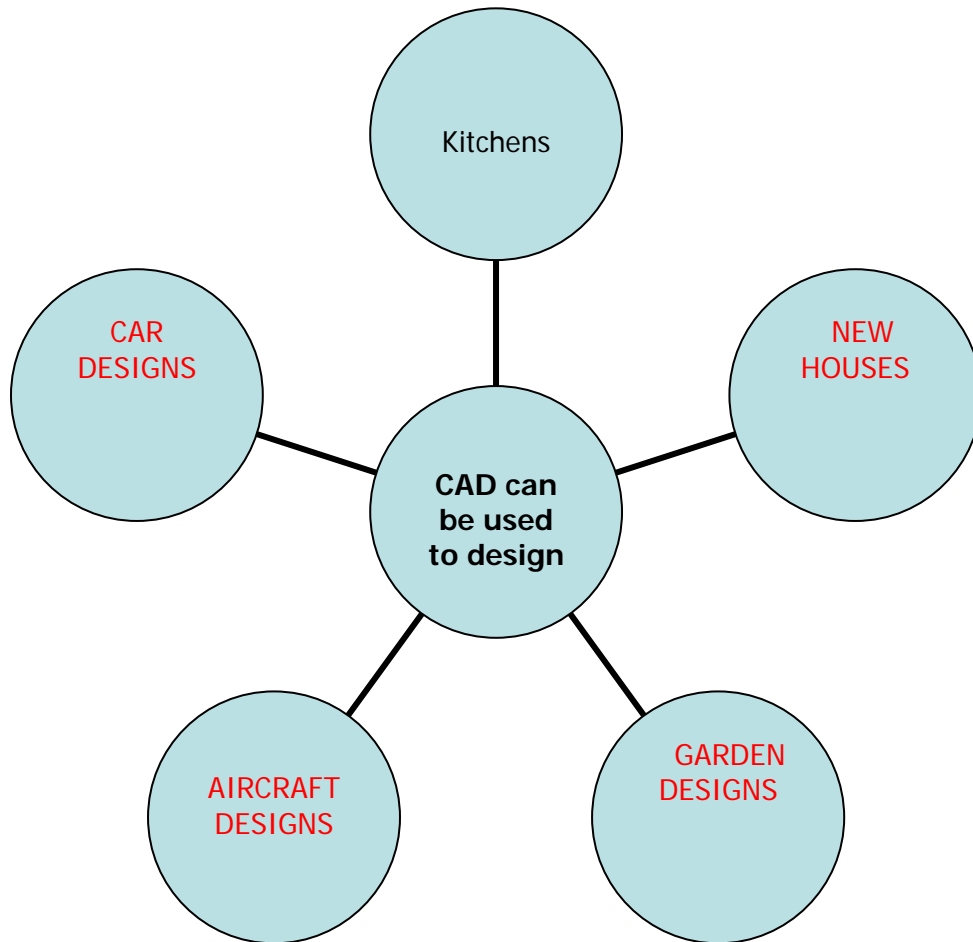
A **public information system** at an airport would be used to **DISPLAY THE ARRIVAL AND DEPARTURE TIMES OF ALL FLIGHTS. CAN ALSO DISPLAY IMPORTANT MESSAGES**

An **online ticket booking system** would be used to **CHECK FLIGHT TIMES, SEAT AVAILABILITY AND COST OF TICKETS**

Air traffic controllers need to use computer systems to **MONITOR THE POSITION OF EVERY PLANE LEAVING AND ARRIVING AT THE AIRPORT. TO ENSURE THE SAFETY OF ALL PLANES**

## TASK 5: IT AND MANUFACTURING

1. What do the letters 'CAD' stand for? **COMPUTER AIDED DESIGN**
2. Complete the diagram below



3. What do the letters 'CAM' stand for? **COMPUTER AIDED MANUFACTURE**
4. What is the difference between CAD and CAM?

**CAD IS USED TO DESIGN AN ITEM. CAM IS USED TO MANUFACTURE THAT ITEM FROM THE CAD DESIGN.**

5. List some other IT systems that might be used in manufacturing companies

- i) STOCK CONTROL SYSTEM
- ii) PRODUCTION SCHEDULING SYSTEM
- iii) STAFF SCHEDULING SYSTEM
- iv) CUSTOMER ORDERS DATABASE

## TASK 6: IT AND RETAILING

1. Explain what you understand by the term EPOS

EPOS STANDS FOR 'ELECTRONIC POINT OF SALE SYSTEM'

IT MEANS THAT EVERY TIME AN ITEM IS SCANNED AT THE TILL, THAT ITEM IS AUTOMATICALLY REMOVED FROM THE NUMBER HELD IN STOCK IN THE STOCK CONTROL DATABASE.

WHEN STOCK LEVELS DROP TO THE REORDER LEVEL THEN AN ORDER WILL BE AUTOMATICALLY PLACED FOR MORE.

2. What are the benefits to customers of loyalty card schemes?

SPECIAL OFFERS AND MONEY OFF VOUCHERS/REDUCTIONS

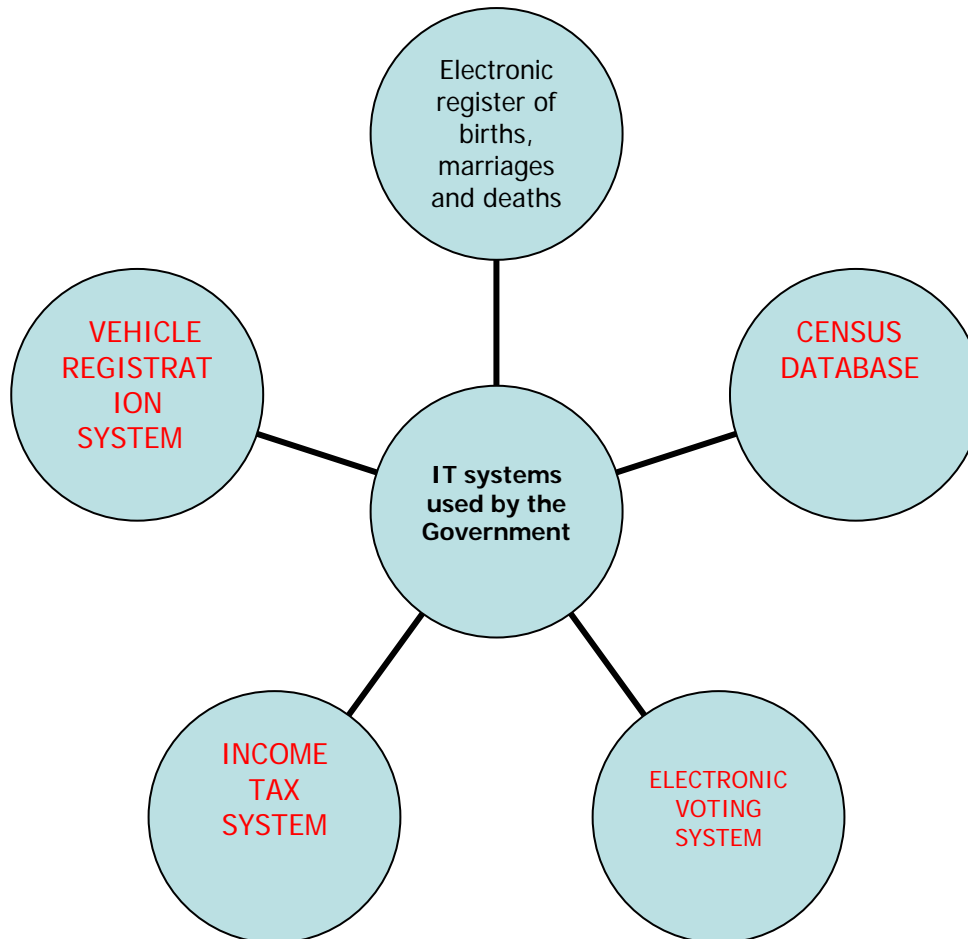
3. What are the benefits to shops who offer loyalty card schemes?

CUSTOMERS MORE LIKELY TO RETURN TO YOUR SHOP  
BUILD UP A COMPREHENSIVE DATABASE OF CUSTOMER SHOPPING HABITS

4. Write down the extra fact(s) that you found out for yourself about one of these systems:

## TASK 7: IT AND THE GOVERNMENT

Identify some of the IT systems that are used by the Government.



## TASK 8: IT AND HEALTHCARE

Use the words below to fill in the gaps in the text.

control

Diagnosis

research

patient

Hospitals and health care organisations make use of computers for many different reasons:

- Database of **PATIENT** details
- Ambulance **CONTROL** systems

- **DIAGNOSIS** can be made using computers and specialist equipment such as CAT scanners.
- Supercomputers can be used by universities and the pharmaceutical industry for medical **RESEARCH**

If used properly computers can make health care more efficient, if they are using compatible computer systems that can communicate with each other!

### TASK 9: IT AND EDUCATION

There are many different ways in which computers and IT systems are used within an educational environment. Uses include:

- Learning to use software
- Distance learning – students can learn from a teacher in another location
- Software can be used as a teaching aid
- Student details can be stored
- Timetables can be worked out
- Can be used to complete homework

Now think of 4 other ways in which computers are used in school:

1. **ELECTRONIC  
REGISTRATION**

3. **INTERACTIVE  
WHITEBOARDS**

2. **COMPUTER BASED  
TRAINING**

4. **ELECTRONIC  
VOTING SYSTEMS**

**ACCEPT ANY SENSIBLE ANSWER**

## TASK 10: TELEWORKING

1. Explain the term 'teleworking'

TELEWORKING MEANS TO WORK FROM HOME USING YOUR COMPUTER. NORMALLY YOU WILL ACCESS THE COMPANY NETWORK. YOU CAN RECEIVE AND SEND EMAILS TO OTHER STAFF IN THE COMPANY.

2. Complete the tables below

CUSTOMERS	
ADVANTAGES	DISADVANTAGES
SEE TABLE ON THEORY SECTION	

BUSINESSES	
ADVANTAGES	DISADVANTAGES
SEE TABLE ON THEORY SECTION	

3. Write down the extra fact(s) that you found out for yourself about teleworking:

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