

1. Jackie uses a mail order company to buy seeds and plants for her garden. When ordering from the company she must give her customer number, the item number and the amount of each item she requires.

(a) The company carries out both verification and validation checks on the data.

(i) Explain the difference between *data verification* and *data validation*.

(ii) Suggest **one** *validation check* that could be performed on the data.

(b) The daily orders are held on a *transaction file* and the *master file* is updated at the end of the day.

(i) Explain the difference between a *transaction file* and a *master file*.

(ii) If the most up to date master file becomes corrupted explain how the information can be retrieved.

(c) Telephone operators can only view the stock levels and cannot amend them directly.

The warehouse manager can update stock levels when new stock arrives.

Explain how the computer system would have to be set up to allow this to be possible.

(d) The company takes precautions to prevent individuals “hacking” into their system.

(i) Name the legislation that covers this type of computer crime.

(ii) Why does it prove difficult to find out the identity of the “hackers”.

(e) When an order is received by the customer, an invoice is sent to them. It has a tear off section that should be returned to the company when making payments.

What is the name given to this type of document?

(f) The mail order company sells lists of its customers’ details to other companies.

Why would other companies pay for these lists?

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2. Newline Bank stores customer information in a computerised database.

- (a) (i) When a cheque is presented for payment a special scanner is used to read the characters on the cheque. What is the name given to these characters?
- (ii) A check digit is added to the characters. Is this an example of validation or verification?
- (b) Many customers can withdraw money from the automated teller machines at any one time.
  - (i) What facility does the mainframe need to allow this?
  - (ii) What type of backing storage device would be used for this and give a reason for your answer.
- (c) Once a month the bank produces statements for it's customers showing all the transactions that have changed the amount of money in the customers' accounts.
  - (i) What type of processing would be used to produce these statements?
  - (ii) The statements are printed onto *pre-printed stationery*. Why is pre-printed stationery used?
  - (iii) The bank uses *microfiche* to store previous customer statements. What is microfiche?
- (d) Three generations (grandfather-father-son) of customer transaction files and customer master files are kept in case of the loss of the new master file. Describe this backup process.

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