CANDIDATE
NAME

CENTRE
NUMBER

CANDIDATE
NUMBER

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY **9713/04**

Paper 4 Practical Test   **October/November 2011**

2 hours 30 minutes

Additional Materials: Candidate Source Files

READ THESE INSTRUCTIONS FIRST

Make sure that your **Centre number**, **candidate number** and **name** are written at the top of this page and are clearly visible on every printout, before it is sent to the printer.

DO **NOT** WRITE IN ANY BARCODES.

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

At the end of the exam put this **Question Paper** and **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.

Any businesses described in this paper are entirely fictitious.

[Turn over

You are working for RockICT Concert Travel. You are required to modernise the existing data handling system. All documents published must be of a professional standard and suit the business context.

1 (a) You are required to provide evidence of your work, including screen shots at various stages. Each screen shot should clearly show the relevant evidence. Create a document named:

CentreNumber_CandidateNumber_Evidence.rtf

e.g. ZZ999_99_Evidence.rtf

Place your name, Centre number and candidate number in the header of your evidence document.

(b) At present, all customer details including credit card information is contained in a single flat file database. The data from the flat file database has been exported as **CUSTOMER DETAILS.CSV**

The 1st four digits of the 16 digit credit card number represent the code for the issuing bank. Extract these four digits into a new column headed **CCIssuer**. Include evidence of your method in your evidence document.

(c) For security reasons you are required to create a relational database. Ensure that customer details, credit card details and issuing bank codes are in separate tables.

Details of the issuing bank codes are contained in **CCISSUERS.CSV**

Include details of the tables and explanations of the relationships created in your evidence document. [20]

2 The Bank of Tawara has changed some conditions of use. It no longer provides free card replacement whilst travelling or fraud protection for use outside the EU.

Use the file **NEW BOOKINGS.CSV** to identify those customers who have already used a Bank of Tawara card to book a concert trip in 2012. Include extensive detail of your method in your evidence document.

Present the data in a Report entitled **Bank of Tawara Notifications**.
Include only the fields: *Customer Id*, *GivenName*, *Surname* and *Destination*.
Group the report by *Destination* and sort in alphabetical order by *Surname*.
Ensure your name, Centre number and candidate number appear immediately below the data and there is no page footer.

Print the report and export it as **NOTIFICATIONS.RTF** [30]

3 (a) You are required to automate the inclusion of the report in a word processed document.

Open **NOTIFICATIONS.RTF**

Create a macro to:

- copy the title and data from **NOTIFICATIONS.RTF**
- open **ADMIN NOTES.RTF**
- go to the **Insert_Here** bookmark
- paste the title and data
- print the document.

(b) Ensure the macro contains no unnecessary instructions or code. Include evidence of the macro in your evidence document.

(c) Run the macro to produce the document. [15]

4 (a) You are now required to mail merge letters to the customers who have already booked using Bank of Tawara credit cards, informing them of the changes to the conditions of use.

Include details of your selection method in your evidence document.

Use the **TAWARA CUSTOMER.RTF** as the main document and insert the mergefields as specified. Place your name, Centre number and candidate number where shown.

Use a conditional field to insert the following text for those customers with Non-EU destinations only:

You will also have no protection against fraudulent use.

(b) Print a copy of the merge document showing all the field codes.

Perform the mail merge to create the new document.

Save and print the new document. [25]

Write today's date in the box below.

Date

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