

1994

INFORMATION PROCESSING AND MANAGEMENT

TRIAL CAT 3

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Chemistry Associates
1994

INFORMATION PROCESSING AND MANAGEMENT

Common Assessment Task 3: Structured Questions

Reading Time: 15 minutes
Writing Time: 2 hours

QUESTION BOOKLET

Structure of Booklet

<i>Number of Questions</i>	<i>Number of questions to be answered</i>
10	10

Directions to students

Materials

Question booklet of 11 pages.
One or more script books.

The Task

Please ensure that you write your **student number** in the space provided on the front cover of the script book(s).

Read the case study contained in this question booklet and then answer questions 1 - 10.

Answer **all** questions in the script book(s) provided.

Each question is of equal value. Students should spend approximately the same time answering each of the ten questions.

All written responses should be in English.

At the end of the task.

Place all other script books inside the back cover of one of the used script books and hand them in.
You may retain this question booklet.

Fast Print

Fast Print is a small, but rapidly-growing organization which specialises in performing photocopying for other organizations. Established five years ago Fast Print now employs five staff. Apart from the manager, Sally Brown, who handles the day-to-day running of the business, Fast Print also employs a receptionist (Barbara Thomas), two photo-copier operators (Noel Vincent and Samantha Carr) and a computer operator (Helen Green). Sally Brown is experienced in both the printing and computer aspects of the business. Fast Print has based its success on being able to achieve a fast-turnaround on photocopies at a moderate price to the customer. It also aims to produce crisp, clean photocopies which are indistinguishable in quality from the original. Fast Print presently operates from 8 am to 5 pm 5 days a week.

Since it is also able to bind and collate photocopying into booklets, quite a lot of its work is from other organizations which only have limited photocopying facilities. Until now, work for photocopying has either been submitted to Fast Print either in person or by courier. Fast Print can also use its computer facilities to either word-process or desktop publish documents. It also has a flatbed scanner to scan photographs and diagrams if necessary.

Recently Sally Brown has observed increased competition from similar organizations and customers seem to be demanding an even faster turnaround time. The submission of work by hand and the picking up of output is expensive and time-consuming for customers. The use of couriers is also expensive and sometimes the courier is late for either pick-up or delivery.

It is anticipated that if the workload increases, Fast Print will be able to absorb this increased workload by operating from 7 am to 7 pm. on six days a week.

Option 1

Sally is considering attaching a telephone line and modem to Helen Green's computer. This would enable clients to use their own computers to send work directly to Fast Print which, after printing and photocopying, would then be couriered back to the clients. Fast Print would purchase conversion programs which would enable the conversion of most word-processing and desktop publishing files to the format used by Fast Print.

Option 2

In addition to attaching a modem to Fast Print's computer, Sally is also considering the additional purchase of a new HT model photocopier has recently become available. This model allows work to be printed directly from Helen Green's computer. It has the significant advantage that it allows scanned photographs to be printed directly from disk allowing much higher quality pictures to be printed than if they were taken from a master copy.

This photocopier costs \$62,000 and needs to be imported from the United States. The Australian Agent, Acme Imports is situated in Sydney and says that it will be able supply a new Photocopier within 3 months of it being ordered. They will also be able to offer maintenance for the Photocopier.

The present photocopier cost \$25,000 two years ago. Fast Print presently prints around 12,000 pages per day at a per page cost for consumables of 2.4 cents. Fast Print estimates that the life of a photocopier is around two to three years. It is not anticipated that the number of pages or cost per sheet would change with the use of the HT model photocopier. Clients would still be able to send their work over the phone to Fast Print. The HT model photocopier also allows for the manual printing of documents.

Question 1

Identify the stage/s of the information processing cycle that would be changed under each of Fast Print's proposed options. Give the ways in which each stage would be affected for Fast Print.

Question 2

In what ways would Fast Print's operating procedures have to change if they purchase both a modem and an HT Photocopier under the second option of Sally Brown?

Question 3

- a. What software and hardware compatibility issues are raised for both Fast Print and their clients when work is submitted to Fast Print by telephone using the modem?
- b. What software and hardware compatibility issues are raised in connecting the HT photocopier to Fast Print's computer?

Question 4

- a. Do you think that Fast Print would be justified economically in installing both a modem and new HT photocopier?
- b. What social issues might there be if Fast Print adopted Option 2?

Question 5

Which, if either, of the new systems would you choose? Give reasons for your choice.

Question 6

What sorts of factors need to be considered before Fast Print acquires an HT Photocopier?

Question 7

If Fast Print chooses to implement only the first option, how would the organization test the efficiency, effectiveness and reliability of

- a. equipment and software
- b. operating procedures?

Explain your suggested strategy in detail.

Question 8

The introduction of option 2 will necessitate the re-training of staff. Which staff will need re-training?
Describe an appropriate staff training strategy plan for use in this system.

Question 9

What types of written material will be needed to support Option 1? Describe in detail the factors affecting the design of the documentation. Explain who will be using the documentation and for what purpose.

Question 10

If Option 2 were implemented by Fast Print, how could the company evaluate whether or not the implementation of this system was successful or otherwise?

**END OF QUESTIONS
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