Chapter 1  Information Age

1. (a) Distance learning: increase learning opportunity/larger source of students ½+½ M
   Computer-based learning package: reduction in staff costs ½+½ M
   Use of Internet: ability to research topics (any 2)
(b) Computer-based records: easier to find information on patients ½+½ M
   Monitoring equipment: provides instant information, reduce the workload of medical staff ½+½ M
   Expert systems: aid to diagnosis
   Miniaturized robots: greater accuracy/success rate (any 2)
(c) Online shopping: saves time and travelling cost ½+½ M
   E-mail: allows easy communication with friends and family ½+½ M
   Leisure/games software: improving co-ordination/ giving pleasure (any 2)
(d) Electronic communication: easy to keep in touch with customers ½+½ M
   Word processing/DTP software: better image/ more customers ½+½ M
   (any 2)
(e) Just-in-time: saves on storage/avoids waste ½+½ M
   Robots: reduce staff costs ½+½ M
   CAD: saves on wastage, better designs, more easily
   CAM: more efficient, saves on wastage & labour/reduces costs (any 2)
(f) Criminal databases: easily locate offenders ½+½ M
   Fingerprint databases: allow easy search and retrieval of data/help solve crimes faster ½+½ M
   (any 2)

2. (a) software: browser 1 M
   hardware: computer with NIC/modem, cable/wireless technology 1 M
   services: Internet access provided by ISP 1 M
(b) i) reduction in retail shops 1 M
   ii) increase customer bases, invite more customers 1 M
   iii) keep up with competition, better image 1 M
(c) saves time of travel: no need to visit shop 1+1 M
   allows people with limited movement: to shop from home (or)
(d) cannot try cloth 1 M
   possibility of fraud 1 M
   lack of social interaction (any 2)
(e) set up home page, ask for links from other web site 1 M
   e-mail to potential customers 1 M
   register with search engines (any 2)