



Oxford Cambridge and RSA

Friday 19 May 2023 – Afternoon

Level 3 Cambridge Technical in IT

05838/05839/05840/05841/05842/05877 Unit 2: Global information

INSERT



INSTRUCTIONS

- Do **not** send this Insert for marking. Keep it in the centre or recycle it.

INFORMATION

- This Insert contains the pre-release material that you have already seen.
- This document has **4** pages.

PH Island Hopping (PHIH)

PHIH operates ferries between the Greek Islands. The ferries call at different Greek Islands where passengers can leave or join the ferry. Tickets can be bought for single journeys between islands or for a round trip calling at different islands. Each island has a port where the ferries leave from and arrive to.

A sample itinerary for a round trip is shown below.

Port	Arrival Date	Departure Date
Thessaloniki		21 June 2024
Rhodes	21 June 2024	26 June 2024
Mykonos	26 June 2024	1 July 2024
Santorini	1 July 2024	3 July 2024
Thessaloniki	3 July 2024	

Ferry tickets can be booked in advance using the PHIH secure online booking webpage. Tickets can be posted to a delivery address or provided in e-ticket form. E-tickets need to be downloaded to a digital device.

When tickets are being booked the following details are required:

- Number of passengers
- Name and contact details of each passenger
- Passport number and issuing country
- Journey details
- Payment details
- Ticket delivery type (e-ticket/posted)

During the booking process passengers input their email address. PHIH uses the email addresses to send passengers information about special offers and discount codes. Bookings are stored in a database which provides the personal details and booking history for each passenger. The database is stored on a server in the PHIH Head Office.

A section from the booking database is shown below.

Passengers ×											
Passenger ID	First Name	Family Name	Passport	Issuing Country	Departing Port	Arriving Port	E-Ticket	Address 1	PostCode	Country	
2	Kofi	Azmi	6740295	Greece	Rhodes	Aegina	<input type="checkbox"/>	45 Athena Street		Greece	
3	Beth	Riley	253790	UK	Rhodes	Mykonos	<input checked="" type="checkbox"/>				
4	Tom	Riley	978452	UK	Rhodes	Mykonos	<input checked="" type="checkbox"/>				
5	Shanti	Zayn	87695935	USA	Rhodes	Santorini	<input type="checkbox"/>	2781 Main Street	NJ5625	USA	

When booking, passengers can select an option box to have e-tickets. If they do not select this option, then a further screen is shown for the delivery address to be input. When the delivery details have been input and verified then this page moves to the payment screen. If e-tickets are selected the page automatically defaults to the payment screen.

The cost of the tickets is calculated and, where appropriate, delivery charges are added.

When international passengers place their order for tickets, the total price of the tickets is shown in euros. The price in local currency, for example US\$ or UK£, is shown on the passenger's credit or debit card statements. The conversion from euros to the local currency is based on the exchange rate for that day. These details are taken each morning at 9am from the European Central Bank's (ECB) website.

Tickets are shown at each port and checked against the passenger list. The passenger list shows those passengers leaving and joining the ferry at that port.

The passenger lists are collated each morning by the administration staff at PHIH Head Office. The information for this list is taken from the information created when passengers book their journeys. The passenger list is then emailed to each port ready for the first sailing of the day. Passengers departing the ferry are checked as they leave. As passengers arrive for the ferry, they are checked in by the ferry staff using the passenger list.

PHIH has a blog on its website. The blog provides information about, for example, the ferry journeys, the ships that are used and any new routes. The blog is written by a member of the ferry staff. Blogs also include text, images and videos submitted by passengers who have travelled on the ferries.

PHIH has just introduced podcasts showing the journeys between the island ports. Each podcast shows the journey between two island ports with a commentary in the Greek language. Subtitles are available for a range of different languages. An online translating service translates the commentary into different languages.

Pre-release Research Brief

To prepare for the exam, you should research the following themes:

- The different categories of information, information holders, information styles and sources that are used by PHIH.
- How different information formats are used by PHIH, including the advantages and disadvantages.
- The characteristics of the quality of information collected, stored and processed by PHIH.
- The global information protection legislation and regulations that can be applied to the PHIH website.
- How different physical and logical protection measures can be used by PHIH.



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C386/2306