Name: Class: Mark:

1. WeDriveAnywhere is a taxi company in a major city. At present their taxis are available at the railway station and at large retail centres. Customers can also book a taxi by phone.  
  
Ali, the owner and manager, are investigating the introduction of new technology to make booking and paying for a taxi more efficient and easier for the customer.

(a) Explain **three** ways in which technology could be used to improve booking   
and payment. [6]

(b) Many of the drivers are concerned that new, emerging technologies could lead   
to them being made redundant.

Discuss the implications of emerging technologies such as driverless cars on jobs. [6]

2. YourHealth is a private medical company providing a range of healthcare for patients.  
  
The company makes use of modern technologies not only for diagnosis and operations,   
but also for administration and hospital services.  
  
Discuss the ways in which modern and emerging technologies could be used by YourHealth to improve patient care and administration. [8]

[Total 20 Marks]