Name: Class: Mark:

1. StoresPlus runs department stores in major cities around the country. They are currently planning a major IT update to their ordering and stock control system so that everything will be handled automatically online in addition to initiating an updated online ordering system for customers.

(a) Explain why each of the following factors must be considered when planning   
these updates.

(i) User experience. [2]

(ii) Compatibility. [2]

(iii) Connectivity. [2]

(iv) Productivity. [2]

(b) Cost is an important factor that will need to be considered with the new system. One area that contributes to the cost is the need to test the new system  
  
State **four** other areas that will contribute to the cost of the project. [4]

**1:**

**2:**

**3:**

**4:**

(c) Before the software is ready it must be tested extensively.  
  
Explain **two** types of testing that they should carry out. [4]

**1:**

**2:**

(d) At the start of the project timescales are set.

Describe the use of timescales and the advantages of using them within a project. [4]

[Total 20 marks]