Name: Class:

Task 1

(a) Match the online service on the left with the sector that it has influenced on the right:

|  |  |  |
| --- | --- | --- |
| **Sector** |  | **Online service** |
| **Retail** |  | Video streaming services |
| **Financial** | Collaborative working |
| **Education and training** | News aggregator |
| **News and information** | Airline reservation systems |
| **Entertainment** | eCommerce website |
| **Productivity** | Faster payments |
| **Booking systems** | Massive Open Online Courses (MOOCs) |

(b) Supermarket shopping has been influenced by online services. Write a list of changes that have changed the way a family completes its ‘weekly shop’.

(c) The use of online services in retail creates jobs for those delivering products.   
Explain **one** job that will suffer from the increased use of online services.

Task 2

A popular Bed and Breakfast only allows reservations via telephone. They do not want to use an online booking system as they feel it would be an unnecessary cost.

(a) What justifications could you offer to persuade the hotel that the use of an online booking system would be beneficial?

(b) Give some negative reasons that the Bed and Breakfast may still have against moving to an online system

Task 3

Schools and colleges in the UK often use online Learning Platforms / Virtual Learning Platforms (VLEs).

(a) What VLE/learning platform or other software for online learning does your school/college use?

(b) Complete the table below to show features of this software and their advantages.   
The first row has been completed as an example.

|  |  |  |
| --- | --- | --- |
| **Feature** | **Advantages for learning** | **Administrative advantages** |
| *Submission of assignments* | *Can get more immediate feedback*  *Feedback easier to read as typed* | *Documents have timestamps to prove they were submitted*  *No need to take paper into school / documents can’t  be lost* |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Task 4

Use the Internet to research a collaborative working technology such as Google Docs/GSuite, Office 365 or TeamViewer. Identify key features of the service you have chosen and explain what these features allow users to do.

(a) Collaborative technologies allow students to work together more efficiently on projects. Suggest **three** negative impacts that this may have on the contribution of all students   
in a group.

Task 5

Spending by traditional UK TV broadcasters (BBC, ITV, Channel 4 and Channel 5) is at an all-time low as a result of the increasing use of online services around the world.

(a) Research changes to UK TV viewing habits. A suggested site is: <https://www.ofcom.org.uk/about-ofcom/latest/media/media-releases/2018/streaming-overtakes-pay-tv>

(b) Describe, using statistics to back up your points, how the viewing habits of the general public are affecting the broadcasting industry.