Name: Class: Mark:

1. A train company has made the decision to switch all of its ticket booking systems to   
app-based online reservations that can be used with a phone or tablet. Customers will   
no longer be able to purchase tickets in kiosks or from conductors on the train.

(a) Explain **two** reasons why such a decision may cause problems for some customers. [4]

(b) Explain **two** advantages to the train company of making an app the only way to purchase tickets. [4]

(c) The train company is planning how they will launch the new app. They are considering whether it should replace or integrate with their existing systems.  
  
Discuss these **two** alternative methods that the company could use. [6]

2. ‘ClevaCleane’ has successfully introduced a new IT system for its office cleaning staff. Cleaners ‘clock in’ at the start of their shift using a tablet provided by the company. When they have finished their shift, they make a record of the products they have used and the amount. The time that they ‘clock off’ is automatically recorded.  
  
‘ClevaCleane’ regularly employs new cleaners and has a large number of existing   
cleaners that currently use a paper system.  
   
Discuss the ways in which staff can be trained and supported in the use of the app. [6]

[Total 20 marks]