Working with ICT Mark Scheme

Give **three** types of hardware or software associated with video-conferencing.

* Very fast broadband connection because of the amount of data that needs to be transferred.
* Video/Web cameras *[Remote - can be moved around to specific points]*
* Monitors or High quality screens
* Microphones
* Speakers

Discuss the advantages and disadvantages associated with video-conferencing.

Advantages:

* No need to travel to meetings so save money on expenses
* Happier workers, not away from home for long periods attending meetings
* More work done due to less time travelling
* Shorter working hours, more leisure time.
* Cheaper to run, no need to pay overtime or expenses travelling
* Keep in touch with branches located far away or in other countries
* Happier workers, not away from home for long periods
* More work done due to less time travelling by workers.
* Can arrange meetings much easier, not as much prior warning required

Disadvantages

* Initial cost of buying equipment and setting up the facility
* Slow broadband can create a blocky picture and break in audio
* Some people don’t like speaking on camera
* Product design company can’t handle and feel the product
* No personal feel to meetings

Describe what is meant by a ‘code of conduct’ and describe **four** guidelines it should contain.

A code of conduct is a set of rules/agreements drawn up by managers and their employees, outlining what they can and can’t do using ICT systems.

* **Responsibilities** – abiding by the rules
* **Respecting rights of others –** being aware of others rights
* **Abiding by current legislation** – i.e. data protection act etc
* **Authorisation and permissions on data access** – What can and can’t they do with the data
* **Security** – Not disclosing passwords, logging off procedures
* **Protecting hardware and software from malicious damage** – Ensuring equipment is not damaged on purpose
* **Complying with licensing agreements** – not using company software on own equipment without license

Explain how an organisation can enforce the code of conduct.

**Informal warning**

Given verbally for minor errors such as not logging on

**Written warning**

More serious breach such as unauthorised use of software. This would be an official letter and kept on record

**Dismissal**

Very serious infringement, employee has ignored pervious warnings; may have lost company data.

**Prosecution**

Could be stealing or intentionally damaging equipment or software

Describe what is meant by teleworking.

Working from home using Computer Networks

Give **three** types of hardware or software associated with teleworking.

* Internet Access (high speed)
* Computer with necessary software and programmes
* Mobile Phone
* E mail
* Web cam if used for video conferencing.
* Internet Phone
* Printer
* Suitable Room to work in

Discuss the advantages and disadvantages for the employee and business associated with teleworking.

* Teleworking makes it easier for people to live and work where they choose, as it is possible for some staff to work from home (less stressful).
* It reduces traffic congestion and carbon dioxide emissions and is therefore ‘greener’ / this has an environmental benefit since there is no commuting to work.
* Not having to travel to work saves time/money.
* Flexibility of working hours / Work your own hours / Fit around family commitments / No need to take time off to see workmen
* Ideal for disabled
* Home costs such as heating, lighting increase
* Employee may feel isolated
* Some employers may pay teleworkers less as there is more competition for jobs
* No workmates to go out with /socialise
* Boundary between home and work is lost
* Loss of status for some staff – no plush offices, etc.
* May not be a quiet place in the house to work
* Passed over for promotion
* Smaller offices are needed
* Fewer backup staff need to be employed (e.g. cleaners, caretakers)
* Staff less likely to spend time off sick
* Reduced office overheads (electricity, gas, insurance, furniture etc)
* Staff may be more amenable to working flexible hours
* Retaining skilled workers / maternity
* Employ workers from a wider pool of talent
* Comfortable environment can lead to greater productivity
* Change to organisational structure may be needed
* Hard to determine how hard staff are working (monitor progress)
* Harder for managers to manage the work
* Increased number of sites for ICT equipment may cause more security risks
* Employers usually pay for the employees’ ICT equipment
* More difficult to hold meetings face to face
* Health and Safety checks needed on employee home
* More security risks as more sites