

INFORMATION AND COMMUNICATION TECHNOLOGY

CASE STUDY

SUMMER 2005 EXAMINATIONS

**INFORMATION AND COMMUNICATION TECHNOLOGY
(FULL COURSE)
SPECIFICATION 1185**

**INFORMATION AND COMMUNICATION TECHNOLOGY
(SHORT COURSE)
SPECIFICATION 3185**

- The description overleaf will be used as the context for the systems design part of the written paper of the above specifications.
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- Teachers may give this description to candidates at any time after its publication.
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Setting the Scene

Herstham Community Theatre is situated in an old building in the centre of town. The theatre has been renovated over the past year and the management is in the process of planning the events for the first six monthly season after it re-opens. The theatre now seats 914 people and will be used for a wide variety of events from local school and college productions to performances by professional touring theatre groups.

The theatre building contains two rooms used as offices. These offices have been fitted with a computer network that includes five workstations, two printers and a shared broadband internet connection. This network replaces four stand-alone PCs that the staff used previously for the day-to-day running of the theatre. During the refurbishment of these offices steps were taken to satisfy health and safety legislation.

Programme of Events

In March and September each year the theatre produces a *Programme of Events* which lists and describes events and productions planned for the next six monthly season. This *Programme of Events* is an A5 sized, glossy colour brochure containing around 24 pages. Information is obtained from the organizers of each event and the theatre staff use desktop publishing software to produce the brochure. Ten thousand copies of the finished brochure are printed by a local printing company.

Mailing List

The theatre uses database software to store a mailing list of people who are sent the *Programme of Events* brochure. These people have either asked to be kept informed of what's on at the theatre or have previously bought tickets for events. A covering letter is sent with a copy of the *Programme of Events* brochure to each person on the mailing list twice a year. People may also choose to join the 'Friends of Herstham Community Theatre' which entitles them to a 10% discount on ticket prices and four copies a year of the *Friends' Newsletter*. This newsletter contains updates to the information contained in the *Programme of Events* brochure, the latest news from the theatre and details of special offers.

An extract from this mailing list database is shown below:

Customer-ID	Date of last visit	Title	Initial	Surname	Friend
221	02/03/04	Mr	A	Williams	Y
222	19/07/04	Miss	P K	Thomson	Y
223	25/11/04	Ms	G	Pearce	N
224	15/01/05	Mrs	T H	Rahman	N

Refreshments

The theatre has a bar and a refreshments kiosk. Before events and during intervals the audience can buy a range of drinks, ice-creams, sweets and crisps.

The management uses spreadsheet software to record weekly sales and determine when new stock needs to be ordered. Part of the spreadsheet they use is shown below.

HERSTHAM THEATRE - Stock Records

Week Ending 23/11/04

Item	Cost price (£)	Selling price (£)	No. in stock	Re-order level	Re-order Qty	Supplier code
Choc-ice	0.60	1.50	267	300	2000	KL43
Cola (can)	0.33	0.80	476	450	3000	FG27
Orange (can)	0.33	0.80	425	450	3000	FG27
Crisps (plain)	0.27	0.72	662	600	5000	GD68

When the number in the **No. in stock** column for an item falls to the number shown in the **Re-order level** column more stock of that item is ordered. The amount of the item ordered is shown in the **Re-order Qty** column. The **Supplier code** is a code for the company that the item is ordered from.

Website

The theatre has its own website which is used to provide up-to-date information about events. It is updated daily to give information about the current availability of tickets for each event. The website also has reviews including photographs and in some cases short sound and video clips.

By typing in their E-mail address visitors to the website may also choose to subscribe to an 'electronic' version of the *Friends' Newsletter* which is sent to them as an E-mail attachment.

