

SECTION A

1. (a) (i) **State *two* file formats, other than Flash (FLV), that could be used to store the video in Item 2 shown above.** **[2 marks]**

Answers may include:

- AVI
- MOV
- MPEG-4 or MP4
- Real Media
- WMV
- Quicktime file format

Award [1 mark] for each file format stated up to a maximum of [2 marks].

- (ii) **The Australian government uses the online tax and welfare databases to provide services to their citizens and to find persons who try to avoid paying taxes. Outline the steps involved in using data matching for these purposes.** **[4 marks]**

Answers may include the following steps involving the use of data matching:

- open first/tax database and open second/welfare database
- use a query to look at a set of records or one individual's record from one database
- use another query in the other database for a set of records or that one individual's record (data matching)
- look for inconsistencies between two records /sets of records
- if there are inconsistencies, then carry out an investigation
- repeat for other records.

Award [1 mark] for each correct step identified in sequence, up to a maximum of [4 marks].

- (b) Governments normally have policies on their website describing how they safeguard the privacy of their citizens. Explain *three* policies that might be included and how they protect the privacy of citizens. [6 marks]**

Answers may include the following policies and reasons:

- process is audited externally – to reassure that process of data collection is carried out properly/fairly
- data collection is done legally – to assure that no improper intrusion is used
- only used for intended purpose – to avoid problems that emerge (*i.e.* data matching, unsolicited advertising)
- disclosure: only seen by authorized persons – to avoid the leakage of personal information
- data quality: data held is accurate – to prevent problems that may result from the use of inaccurate data
- data security: data is looked after properly (*i.e.* not sent on CD-ROMs by post) – to prevent personal information being accessed by unauthorized persons
- openness: no secret data collected – to prevent data being used for purposes unknown to individuals
- access and correction: persons can check that their personal information is correct – to allow the person to see the information held about them and avoid problems that emerge from incorrect information being used
- identifiers: persons cannot be identified from any statistical publications – to avoid the exposure of personal information and subsequent results
- trans-border data flows: data not exported to untrustworthy countries – to avoid unauthorized access to personal information by corrupt persons (*i.e.* sharing of personal banking details).

Award [1 mark] for each type of appropriate policy identified, and [1 mark] for each appropriate explanation of how that policy will protect the privacy of its citizens up to a maximum of [2 marks] for each policy. Award a maximum of [6 marks] for the answer.

- (c) The website *smartraveller.gov.au* enables the Australian government to provide tips for business travellers relating to issues such as health warnings, entry and visa requirements, and travel advice. Travellers can submit a form to register their emergency contact details, and can also visit the website and subscribe to RSS feeds. Previously, this information was only available by telephoning the government office.

Discuss the business travellers' use of the government website (*smartraveller.gov.au*) to access the information that they require.

[8 marks]

Answers may include:

Advantages

- information on the website can always be up to date
- immediate access to the information on the website (*i.e.* no waiting to get through on the telephone, no problem locating right person)
- can print the information on the website
- can select what is needed from the website
- information on a government website is consistent/reliable.

Disadvantages

- travellers need appropriate computing technologies with internet access
- might take travellers a while to find information they want, website may not be intuitive
- the website may not provide all of the information required (*i.e.* might be better to talk to someone who can advise you if you have a particular requirement).

In part (c) of this question it is expected there will be a balance in the ITGS terminology between IT technical terminology and the terminology related to social and ethical impacts.

Please see generic markband information sheet on page 21.