

BOARD OF STUDIES  
 NEW SOUTH WALES

# Question 24 (a)

Order Value Delivery Distance	> \$100	≤ \$100
> 10Km	Delivery fee <u>not</u> applicable	Delivery fee applicable
≤ 10Km	Delivery fee not applicable	Delivery fee not applicable
Contain Perishable items	Delivery fee applicable	Delivery fee applicable

(b) The user documentation will ensure that the user will learn to use the on-line system and is aware of any terms and conditions that may imply including delivery fee policy.

The user documentation will add to the customer confidence in using the new system. This confidence is

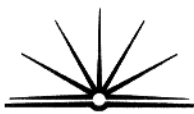


vital to ensure ~~the~~ the success of the new system.

c) Social and Ethical issues that may be raised with the implementation of an on-line store include:

↳ The loss of jobs for counter assistants at the old store. The introduction of a new online system will mean that the employees who assist customers on the traditional stores will ~~be~~ no longer be necessary and may face unemployment.

A solution to this social and ethical problem would be to train the staff



members who are no longer required on their traditional role to operate the new computerised online system. That way these employees will still be able to generate an income. And the supermarket will be able to make use of some of the knowledge about the product that is held by those staff members.

2 → Access to customer's private and confidential information including credit cards, residential addresses and telephone numbers. This social and ethical issue can be addressed by the implementation of an information security

mechanism and policy that ensure that this information is only used for the reason it was collected and that no ~~unauthorised~~ unauthorised staff member or member of the public is able to gain access to these private and confidential information.