Flow charts

1. A school’s IT department is creating a flowchart to show how pupils can reset their forgotten school network password.
2. Name each flow chart component shown below.

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**[5]**

1. Identify **two** types of software the IT department could use to create the flow chart.

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2…………………………………………………………………………………………………………………………………………………...

**[2]**

1. Explain one advantage and one disadvantage of using a flowchart to solve the problem described in the scenario.

Advantage………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….…………………………………………………………………………………………………………………………………………………….

Disadvantage………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….………………………………………………………………………………………………………………………………………………

**[4]**

1. The flow chart created by the IT department will be designed in the following way:

* Students enter their login details.
* If the login does not work, a ticket will be submitted to the IT helpdesk.
* IT department will reset the password and send the new password to the student.
* This will repeat until the student successfully logins into the network.

Create a flowchart for this process. Marks will be awarded for:

* layout;
* content.

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**[8]**