



Question 1 - 2026 Q17 (a) (iii) - I

Tony Donnelly, an entrepreneur, spotted a gap in his local area for a hardware outlet to provide premium quality supplies to local building contractors and members of the public. In 2023 he set up his own company called Donnelly Ltd.

Question 1 - 2026 Q17 (a) (iii) - II

(iii) Technology plays an important role in modern business and is developing at a rapid pace.

Describe **two** ways Tony Donnelly can use technology to improve his business.

1.
2.

Question 2 - 2025 Q4

Marks: 6

Businesses are increasingly using technology to help them to drive success.
Describe **one** social cost and **one** environmental cost of the advances in technology in recent years.

Social Cost:
Environmental Cost:





Question 3 - 2024 Q17 (c)(i)

Marks: 6

- (c) (i) One of the expenses of Clean Cosmetics Ltd is telephone & broadband.
Outline **two** benefits of reliable and high-speed broadband to Clean Cosmetics Ltd.

1.
2.

Question 4 - 2022 Q16 (b)(i)

Marks: 6

- (b) While Lohan Ltd have closed all their stores, they continue to sell goods online.
- (i) Discuss **two** costs that have been reduced because of Lohan Ltd moving their business to online only.



1.
2.





(iii)

Contactless transactions jump 66% in first half of 2018

The Irish Times, November 2018



There has been a large increase in consumers using contactless transactions to pay for goods and services. Outline one advantage and one disadvantage **to the consumer** of using contactless payments.

Advantage:

Disadvantage:





Question 6 - 2019 Q16 (a) (v) (vi)

Marks: 12

- (v) Investing in Information and Communication Technology (ICT) can bring many benefits to a local business like New Chapter.



Illustrate how the business could use technology to its advantage.

- (vi) Outline **two** possible costs for New Chapter associated with investing in ICT.

1.
2.





Solution Question 2 - 2025 Q4

Businesses are increasingly using technology to help them to drive success.

Describe **one** social cost and **one** environmental cost of the advances in technology in recent years.

Social Cost:
Less of a sense of community as people may work from home/ less social interaction with fellow employees.
Can affect work life balance as it may be difficult for employees to switch off.
Fewer job opportunities may be available which will increase/ extend the unemployment figures as existing jobs are being replaced with AI or alternative IT platforms.
Regular training for updates in technology may lead to increased stress levels for employees.
Environmental Cost:
Increased carbon footprint/air pollution due to increased emissions to power this technology which has a long- lasting detrimental effect on climate.
Increased e-waste produced when these items become obsolete quickly, this waste is hard to dispose of and will have an adverse effect on ozone depletion/deforestation/soil and water.

Solution Question 3 - 2024 Q17 (c)(i)

- (c) (i) One of the expenses of Clean Cosmetics Ltd is telephone & broadband.
Outline **two** benefits of reliable and high-speed broadband to Clean Cosmetics Ltd.
(6m)

Clean Cosmetics Ltd can increase sales/profits when they use the internet to sell their products on a global market.
Clean Cosmetics Ltd can improve communication when they use email to contact customers and suppliers.
Banking and payments can all be done electronically which saves time.
Clean Cosmetics Ltd could improve speed of work completion when they conduct detailed online market research to easily research new customers/ideas.
Improved efficiency across the business as tasks such as ordering, stock control etc. can be done in a speedier fashion/ safer method of business.
Clean Cosmetics will boost morale by allowing remote working which allows staff to work offsite using platforms such as zoom/Microsoft teams.





Solution Question 4 - 2022 Q16 (b)(i)

- (b) While Lohan Ltd have closed all their stores, they continue to sell goods online.
- (i) Discuss **two** costs that have been reduced because of Lohan Ltd moving their business to online only.
(2 x 3m)



Reduced fixed costs: will no longer have to pay rent/rates/insurance/salaries to store managers/owners.

Reduced variable costs: decreased wage bill/decrease light and heat etc.
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Solution Question 5 - 2019 Q16 (c) (iii)

- (iii) Outline one advantage and one disadvantage to the consumer of using contactless payments.

Advantage: 1 @ 3m
It is safer as it eliminates the need to carry cash.
Quicker/more convenient than going to an ATM or using cash.
Easier, just tap your card against the reader to pay in seconds.
Disadvantage: 1 @ 3m
There is a risk if the card is stolen as it can be used without a PIN.
Only a €30 spending limit.
Cost of each transaction.





Solution Question 6 - 2019 Q16 (a) (v) (vi)

(v) Illustrate how the business could use technology to its advantage.

2 @ 3m

1.	E-mail: Speed of communication to consumers
2.	Website: Creation of New Chapter's website to support sales online.
3.	Social media: To help advertising.
4.	EPOS/EFTPOS: To help with payment options.
5.	EDI: To help with invoicing and ordering.
6.	E-readers: To show customers different methods of reading.

(vi) Outline **two** possible costs for New Chapter associated with investing in ICT.

2 @ 3m

1.	Physical Hardware costs: Buying new computers.
2.	Training: Cost of training staff in ICT procedures.
3.	Maintenance: Running costs.
4.	Software costs: Licenses and computer programs.