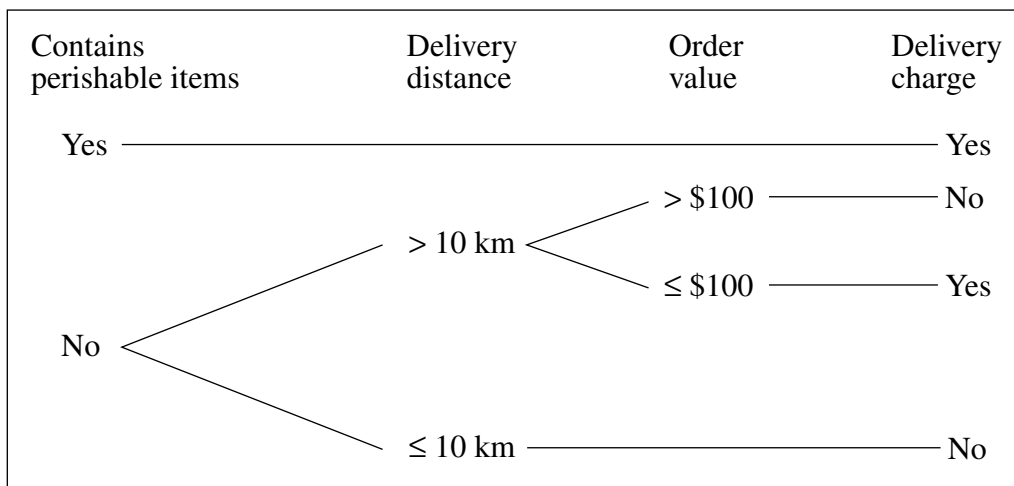**Marks**

Question 24 (11 marks) Use a SEPARATE writing booklet.

A supermarket is planning to expand its operations by creating an online store using internet technology. The online store will allow customers to browse the product information, place orders, make payments using credit cards and arrange for delivery.

Deliveries from the online store may attract a charge, depending on:

• whether the delivery contains perishable items;

• the delivery distance;

• the order value.

This decision tree is used to determine if the delivery charge applies:

(a) Translate this decision tree into a decision table. **3**

(b) Discuss the importance of user documentation for this online store. **3**

(c) When designing the new online store, developers should consider the social and ethical impacts that the new system will have. **5**

   Identify TWO social or ethical issues associated with the design of the system and propose how they could be addressed in the design of the online store.