

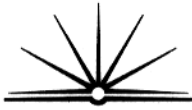
## Question 22

(a)

(b) The advantages Jill has of using mobile technology is that she is able to gain information from her office files ~~at~~ which may include customer details.

Jill also has access to the world wide web and is able to download the newest brand of wine. Mobile technology also enables Jill to save time doing things she would normally do manually.

for eg ~~using~~ finding customer details when they're only a click away.



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a

c) Data dictionary would help Jill compose queries ~~at~~ that customers may ask. Data dictionary would enable Jill's queries to get through quickly and efficiently.