**Activity 5: Impact of technical change   
exam-style question**

# Introduction

1. Look at this 12-mark exam-style question. Working in pairs, annotate it by:
   1. identifying the command verb and explaining its meaning;
   2. finding any other key words and discussing how you might use these when answering the question.

Question

Peak Demand Estate Agents are moving away from a landline telephone system in their office to a digital system. They need to choose between one of these systems:

* 'Voice Over IP'
* use of smartphones.

Evaluate the suitability of each of these systems for implementing technical change.

Your evaluation should include:

* the benefits and drawbacks of each system for office use
* a supported conclusion on which to choose.

[12 marks]

1. Bullet point below the key points you think should be part of an answer to the question.

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