

EXAMINER'S REPORT**LEVEL II EXAMINATION - JULY 2026****(2802) INFORMATION SYSTEMS IN DIGITAL ENVIRONMENT**

This paper examines the overall aspects of Information Technology with a specialized focus on digital transformation, emerging technologies, information systems infrastructure, data analytics, ethics, and sustainability in commercial environments. It should be noted that answering this question paper requires a practical understanding of both local regulatory frameworks and modern business applications. The question paper consisted of three parts: A, B, and C, with all questions being mandatory.

General Observations from the evaluation process have been summarized as follows:

Section A**Question No. 01**

These multiple-choice and true / false questions tested foundational syllabus knowledge across various information systems concepts. The majority of candidates responded satisfactorily to this section and scored above-average marks.

- **Weaknesses in OTQ questions:** Weaknesses were observed in **1.3** (analytics types) and **1.9** (matching disruptive technologies), where candidates frequently confused prescriptive analytics with predictive tools or misidentified local tech examples.
- **Weaknesses in True/False:** **1.12** regarding Enterprise Resource Planning (ERP) systems saw poor performance, as many failed to identify that ERPs rely on integrated rather than separate databases.

As a whole, performance for this question was at a satisfactory level.

Section B

Question No. 02

This question evaluated foundational elements, performance impacts, and quality traits of information systems within a pharmacy retail environment.

- (a) Most of the candidates successfully explained critical elements of an information system, such as hardware, software, or people.
- (b) Performance was average: candidates could state the impacts of IT on pharmacy operations but struggled to align their explanations directly with overcoming manual issues like frequent stock shortages.
- (c) Well answered by the majority, with candidates correctly stating traits like accuracy, timeliness, and relevance.

A considerable number of candidates have obtained full marks for this question.

As a whole, performance for this question was at a satisfactory level.

Question No. 03

This question tested database selection criteria and Internet Service Provider (ISP) evaluation factors for a regional textile business.

- (a) Candidates easily identified general factors like cost and security but failed to clearly explain scalability and user friendliness tailored to a small-scale textile operation transitioning from paper files.
- (b) When answering to this part, most of the candidates have misunderstood the term “ISP” and interpreted it as referring to a person or an individual’s personal characteristics. It indicates that students need a better understanding of basic technical concepts.

As a whole, performance for this question was at a satisfactory level.

Question No. 04

This section examined enterprise applications, data analytics variations, and Business Process Outsourcing (BPO).

- (a) Performance was poor. Many candidates confused Executive Information Systems (EIS) with operational transaction systems, missing core capabilities like drill-down functionalities or high-level dashboard summaries. Student able to state but were unable to explain.
- (b) Most candidates demonstrated the theoretical knowledge but majority failed to give practical real world tool names.

- (c) Well answered, with candidates demonstrating a clear common-sense understanding of BPO advantages such as cost reduction and core business focus

As a whole, performance for this question was at an average level.

Question No. 05

This question evaluated concepts surrounding data privacy, technical cyber security controls, and local compliance legislation within a healthcare scenario.

- (a) Candidates performed well, accurately highlighting the importance of securing sensitive medical records.
- (b) The majority provided correct technical controls (e.g., encryption, firewalls). However, a few candidates wrote down physical controls (such as security guards) instead of technical ones.
- (c) Performance was weak; many candidates could not state specific provisions of the Personal Data Protection Act (PDPA) No. 9 of 2022, providing vague legal answers instead.

As a whole, performance for this question was at an average level.

Question No. 06

This question tested knowledge of FinTech platforms, digital competitive advantages, and modern AI prompt engineering methods.

- (a) & (b) Attempted successfully by most candidates, who correctly highlighted financial inclusion benefits and tech-driven market differentiation.
- (b) Performance was very poor. A significant majority of candidates showed little to no knowledge of prompt engineering techniques (such as role prompting, few-shot prompting, or clear constraint setting), they limited their answers or leaving this section completely blank or writing irrelevant descriptions.

As a whole, performance for this question was at an average level.

Section C

Question No. 07

This comprehensive case-study question evaluated cross-topic integration including IT infrastructure components, management hierarchy decision types, digital ethics, and sustainable Green IT practices.

- (a) **IT Infrastructure Components: Average.** Most named components (hardware/networks) but often forgot to provide practical examples matching a centralized supply platform.
- (b) **Management Levels & Decision Types: Satisfactory.** Candidates mapped Operational, Tactical, and Strategic levels well, though a few mixed up structured vs. unstructured decision types

- (c) **Efficiency & Innovation Impacts: Average.** Descriptions were often generic and did not fully elaborate on how digital transformation drives structural innovation.
- (d) **Ethical Issues in Information Systems: Satisfactory.** Most successfully identified critical real-world ethics risks like the digital exclusion of small-scale rural farmers.
- (e) **Green IT Sustainable Practices: Poor.** Candidates struggled to explain exact methods to reduce e-waste and extend the life cycle of IT hardware, providing generic environmental slogans instead

As a whole, performance for this question was at an average level.

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Hints to Improve the Performance:

- (1) Entire syllabus should be thoroughly studied.
- (2) Candidates should read the question carefully and should not write unnecessary/ irrelevant explanations and details when a direct answer is expected from the question.
- (3) Refer study text, books, articles, magazines and other reading materials in relation to Information Technology.
- (4) Thoroughly cover new syllabus areas, explicitly focusing on modern trends like AI chatbots, prompt engineering, and Green IT.
- (5) Pay strict attention to action verbs (e.g., "State" vs. "Explain") to gauge the expected depth of answers.
- (6) Study local regulatory acts closely, including the Computer Crime Act, PDPA, and Online Safety Act.
- (7) Contextualize case study solutions rather than providing copy-pasted generic text descriptions.
- (8) Practice allocating exam time effectively to ensure Section C sub-questions are not rushed.
- (9) It is important to present the theoretical concepts and practical knowledge relating to information technology in an organized manner and quote examples wherever necessary, when writing answers.
- (10) Make sure that the handwriting is legible and properly numbered the answers.
- (11) Follow the instructions given in the exam paper.
- (12) Study the Past Papers / Pilot Papers and Answers to improve your knowledge.
- (13) Practice the effective time management.
- (14) Check twice whether the answers were numbered properly before submitting the answer scripts.
- (15) Face the exam with a good preparation and with the utmost hope of passing the exam.

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