

EXAMINER'S REPORT**LEVEL II EXAMINATION - JANUARY 2024****(202) INFORMATION SYSTEMS IN DIGITAL ENVIRONMENT**

This paper examined overall sections in information technology while paying additional attention to the new technological developments and trends in information and communication technology. It should also be noted that answering this paper requires a comprehensive understanding of ethical, social and legal environments affecting information systems. This paper consisted of three sections: **A, B, and C**. Furthermore, answering all questions was mandatory.

Section A**Question No. 01**

The entire syllabus of Information and communication technology tested in easily understandable manner. This question consists of 10 OTQs at two marks each and five questions to state whether “True” or “False” in the answer booklet. Almost all the candidates attempted the question. Happy to see most of them were able to score above the average marks allocated to the question.

However, it was noted that the knowledge on the below areas are slightly poor and they must pay more attention on those areas:

- (1) Cloud computing
- (2) IT security
- (3) Crowdfunding

It is always advisable for candidates to score higher marks for this objective test questions as it will help them to gain a higher grade for this subject.

Performance for this question is at a satisfactory.

Section B**Question No. 02**

This question tested the student’s understanding about the information technology and information systems.

Majority of students attempted this question.

- (a) It was required to identify the components of an information system. Most of the candidates were able to provide Software, Hardware, Procedures, People, Data and Communication as correct answers.
- (b) It was expected to explain two impacts of Information Systems and Information Technology on overall performance of business organizations. A majority of candidates wrote about efficiency and competitive advantage but some of them missed the other points such Enhanced Communication, Effective Inventory Management, Strategic Decision-Making, Better Customer Relationship Management, Data Management system, Cost reduction and resource optimization, etc.

Some candidates have just mentioned the points without explaining. Hence, they failed to earn full marks allocated to this part.

- (c) It was expected to explain the relationship between Information Technology and Information Systems. Even though these two subjects have been tested frequently some candidates were unable to identify the correct relationship between the IT and IS.

Candidates performance for this question is at an average level.

Question No. 03

- (a) This question intended to test student's awareness on choosing mobile devices for efficient communication and collaboration among employees.

Almost all the candidates attempted this question and provided correct answers such as Smartphone, Tablet, Laptop / Notebooks, Ultra-mobile PCs, PCs, PDAs and Netbooks by using their general knowledge.

- (b) This question requested to identify a network connectivity option and an operating system available for each of the mobile devices identified in the above **part (a)**.

Few candidates could not identify the correct network connectivity options for the selected device.

- (c) This question consists of (ii) sub questions requesting to identify the appropriate software category for each of the given requirements.

Some candidates were unable to identify the correct application software category.

The correct answers were:

- (1) Word Processing Software Software Package: Microsoft Word, Google Docs, Open Office Writer
- (2) Desktop Publishing Software Software Package: Adobe InDesign, Microsoft Publisher, QuarkXPress, Serif-Page Plus, Scribus

Overall performance for this question was at an average level.

Question No. 04

The student's knowledge about the Enterprise Resource Planning (ERP) systems and e-commerce was tested. Almost every student attempted this question.

- (a) Expected to explain two factors to be considered when selecting and implementing of the IT System.

Majority of the candidates were able to provide the correct answers. Since some of them did not explain the listed points and failed to earn the full marks.

- (b)** Candidates have stated the advantages of e-commerce to customers by using their general and day to day knowledge and able to score marks.
- (c)** Some candidates could not clearly explain the difference between ERP systems and Functional information systems by considering the “Scope and Purpose” of the Information System. It was noted that candidates had not properly gone through the self –study texts.

The performance for this question is not up to the expectation.

Question No. 05

The candidates awareness about social media and its features which can use for product promotion and after sales service and also green computing practices were tested.

Almost all the candidates attempted this question.

In **part (a)** and **(b)** it was asked to list suitable social media features for the given requirements and to explain two factors to be considers by the organization to adapt the green computing practices.

Majority of candidates were able to answer correctly. The candidates general knowledge on the modern trends would have helped them to score marks for these two parts.

However it was noted that few candidates have no idea about green computing practices.

(c) It was expected to explain the steps that can be taken to protect users and business data against cyber security threats. Majority of the candidates were unable to explain how to mitigate cyber security threats properly and some of them have just mentioned "use strong passwords" as remedy.

However, overall performance for this question is satisfactory.

Question No. 06

The candidate’s ability to grasp the latest technological developments including infrastructure, financial technologies, mobile learning and AI relating to a taxi service organization were tested.

Most of the candidates were successfully attempted this question.

Many candidates were able to answer **part (a)** and **(b)** correctly.

However lessor number of candidates was able to think about potential of implementing AI in a taxi company information system.

Nevertheless happy to see few candidates were able to give successful examples. They should encourage to study latest technological developments including AI and those subject areas should be further tested.

When considering the quality of this question performance is satisfactory.

Question No. 07

This question is based on the case study provided, understanding the theory and apply to the given scenario was expected. The candidate's ability to identify possible IT strategies to a company engage in retail pharmaceutical business was tested.

Almost all the candidates attempted this question. In addition to that the candidates who obtained higher marks for this question were able to reach a good score for the entire paper.

- (a) It was requested to identify four factors that the given organization should take into consideration when choosing an Internet Service Provider (ISP). Majority of candidates were able to score well by identifying factors to be considered when selecting an ISP provider.
- (b) Expected to explain an information system that can be used by each of the three management levels. Some candidates failed to identify the information systems that can be used by each management level. Some have only mentioned the management levels as Operational, Strategic & Tactical but not mentioned the information systems. In addition to that just mentioning the points have resulted in losing few marks allocated to the question.
- (c) Candidates were asked to state areas where the organization can employ data mining techniques. This can be identified as one of the low performed area of the question No. 07. Some candidates did not have a clear idea about data mining.

Some of the given correct answers were:

Customer Segmentation , Targeted Marketing , Inventory , Management , Fraud Detection and Security , Optimizing Online , Retailing , Social Media Engagement, Product Recommendation , Demand Forecasting , Competitor Analysis

- (d) Expected to explain the benefits of having a web site. Candidates have answered this part very well.
- (e) Expected to explain the ways by which the efficiency of business operation is achieved through cloud based solution. Many were able to identify easy accessibility of data through cloud computing as a way of achieving efficiency of business operations. But most of them missed the other benefits of cloud computing.
- (f) It was requested to identify privacy concerns that may arise from the utilization of social media by the organization. The correct answers were rarely seen. Some candidates were unable to understand the question and also they didn't relate the question with the given case study. Candidates need to read and understand the questions carefully before attempting.

Candidates need further exposure to real life implementation of an information system and develop the ability of practical thinking.

- - - -

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)** 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.
- (5)** Make sure that the handwriting is legible and properly numbered the answers.
- (6)** Follow the instructions given in the exam paper.
- (7)** Study the Past Papers / Pilot Papers and Answers to improve your knowledge.
- (8)** Practise the effective time management.
- (9)** Check twice whether the answers were numbered properly before submitting the answer scripts.
- (10)** Face the exam with a good preparation and with the utmost hope of passing the exam.

- * * * -