

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

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This paper examines the overall aspects of Information Technology with additional focus on new technological developments and trends in Information and Communication Technology. It should also be noted that answering this question paper requires a broad understanding of the ethical, social and legal environments that affect information systems. This question paper consisted of three parts **A**, **B** and **C**. Furthermore, answering all the questions was mandatory.

**Section A****Question No. 01**

This section has tested the entire syllabus. Almost all the candidates had attempted to answer this section and most of them had scored higher marks. Candidates answered this section at a very satisfactory level, with the majority scoring above the average score for this question, which is an extremely positive level.

However, a weakness was observed in answering the third sub-question of this question. Successfully answering this section which covers 25% marks has seen a good pass as well as a high mark, which is a very good trend.

**Section B****Question No. 02**

Although the majority of the candidates had attempted to answer this question, the marks obtained were minimal. The first part of this question, which is the question that differentiates data from information, was well answered by the majority of candidates, and the second part, which was expected to identify the quality characteristics of information and explain their importance, was also seen to be answered successfully at a general level. The third part was expected to explain two ways in which the decision-making process of an organization has been transformed with technology, and it must be said that the answers were very poor. Majority of the candidates did not answer the third part here. Also, it should be mentioned that this third part has not been properly understood.

**Question No. 03**

The first section asked for examples of three Information Technology (IT) infrastructure components, which were not answered successfully. A significant number of candidates answered this correctly, but most of the candidates had written data storage-related examples for Enterprise Resource Management (ERP) software applications.

Most candidates answered parts **(b)** and **(c)** of this question with good understanding.

#### Question No. 04

- (a) Most of the candidates were observed to have adequate knowledge in relation to this section. But, instead of correctly identifying the system and providing the answers, it was seen that the candidates provided answers with any system name. But, as overall this section was scored well.
- (b) The idea about Data Mining was correctly stated by almost all candidates and also successfully scored. It implies the interest and inclinations of the candidates towards the latest trends.
- (c) The candidates had failed to identify two Data Mining applications that the given organization could use for their operations. Therefore, the answers to this was at a very poor level and did not appear to be properly understood. Here, very few candidates correctly specified the use of **Data Mining**.

#### Question No. 05

A moderate level of answering and scoring was seen for this question.

- (a) The response to this was poor, and it was common to see how candidates mentioned data protection methods instead of information protection concepts (principles) to be used in data protection.
- (b) With this, three Acts related to Information Technology and Information Systems passed by the Parliament of Sri Lanka was asked, and there was a fairly successful response. The fact that many candidates had written Companies Act No. 07 of 2007 as the answer had led to a reduction in marks.
- (c) It is a question that can be answered through common sense about the practices that should be considered to reduce the impact on the environment in the process of upgrading Information Technology (IT) infrastructure. Therefore, it was seen that the answers were given well, and in the study of the answers, it was found that common answers were given using common sense. However, some answers given by a very good study of the subject were also found among them.

#### Question No. 06

A moderate level of answering and scoring was seen for this question.

- (a) This was seen to be fairly well answered. Here, very few candidates have properly specified Block Chain as the technology used for cryptocurrencies. Most of the candidates had given the wrong answers as digital technology and information technology.
- (b) From this asked the advantages of involving robots in kitchen operations. As it is a question that can be answered through common sense, it was seen that the answers were well written and in the study of the answers, it appears that common answers were also provided using common sense.
- (c) It was generally good to provide examples of **infographics** that could be used to visually represent stakeholders. But, some candidates had obtained low marks as they had given answers on how to propagate data by misunderstanding the question.

## Section C

### Question No. 07

This question is a case study question. So that, to answer this question should use by relating the theories learnt in real world scenarios. Based on an established courier company in Sri Lanka, candidates' knowledge of software, database management, internet connectivity, IT related risks, business process outsourcing and beneficial effects of using social media have been tested.

**(a) (i)** In this section, examples of Desktop publishing software and Accounting software were to be listed, and although the majority of candidates named Accounting software, the naming of Desktop publishing software was very poor.

Also, classification as MS Word and MS Power Point software under Desktop publishing software is a major mistake made by the candidates.

**(ii)** In this section, two drawbacks of using the Database Management System (DBMS) were to be explained, where most of the candidates mentioned it's advantages as a weakness. This was due to not understanding the problem properly and not paying attention to the drawbacks of Database Management Systems.

**(b)** Regarding this section, a poor level of knowledge of the candidates regarding Internet connectivity options was reflected.

**(c)** The risks associated with Information Technology on business and operations were well answered.

**(d)** Answers were given for expected benefits of Business Process Outsourcing (BPO), part of which were given general answers. Also, it was seen that some candidates tried to score by rewriting the question.

**(e)** It was seen that the answers were very good for mentioning the positive impacts that can be achieved by using social media.

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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)** 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)** Practice 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.

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