

EXAMINER'S REPORT**LEVEL II EXAMINATION - JANUARY 2021****(202) INFORMATION SYSTEMS IN DIGITAL ENVIRONMENT**

This paper tested overall aspects of Information Technology while giving more concern on new developments and trends in Information & Communication Technology. It should be noted that sound knowledge on ethical, social and legal environment which has an influence on Information systems is also important when answering this paper.

This paper comprised of three sections namely **A, B** and **C**. It was required to answer all the questions of this paper.

Section A**Question No. 01**

This consisted 15 OTQs for 25 marks. From question **1.1** to **1.10**, it was required to select the most correct answer out of the 4 answers given. From **1.11** to **1.15**, it was required to state the given statements as “True” or “False”. This question prepared covering the entire ICT syllabus. This question was answered by almost all the candidates and performance for this question was also satisfactory.

However, it was noted from the answers that most of the candidates have provided incorrect answers for **1.8**. The question required to identify the law applicable in the given instance relating to an illegal access to a computer system by one of the employees in an organization. However, majority of the candidates had not identified the correct answer of, Computer Crimes Act No.24 of 2007.

It was observed from the answers that majority of the candidates had no idea as to legislations operating in Sri Lanka to cover offences relating to application of Information Technology. As a result they have selected incorrect answers.

However, considerable number of candidates have obtained good marks for this question.

The overall performance for this question was at a satisfactory level.

Section B

Question No. 02

This question consisted 3 parts **(a)**, **(b)** and **(c)**.

Part (a) required to state characteristics of quality information. **Part (b)** required to explain methods as to how Information Technology is used with Covid-19 pandemic. **Part (c)** required to explain the meaning of “Information System”.

Most of the candidates have answered this question really well and were able to obtain very good marks. Specially, most of the candidates were able to obtain very good marks. Specially, most of the candidates were able to obtain full marks allocated to **part (b)**, due to the experiences that they have gained during this period of pandemic.

The overall performance for this question was at a satisfactory level.

Question No. 03

This question consisted of 4 parts, **(a)**, **(b)**, **(c)** and **(d)**.

Part (a) required to identify applications to be installed in the smart phone, for enable the student to follow live lectures and recorded versions. Most of the candidates have answered really well this question using their general knowledge.

Part (b) required to state services which he can subscribe to so that he can get the necessary internet connectivity. This was also performed well by most of the candidates using their practical experience.

Part (c) required to state further devices he requires to follow the lessons if he is to learn MS Word, and MS Excel. Using the practical experiences, most of the candidates have given answers such as Laptop, Desktop, I Pad, etc. as answers and were able to obtain allocated marks for this question.

Part (d) requires to state whether you can agree with the given statement. Actually, anyone can agree with the friend’s suggestion of not to buy a USB Flash Drive to store notes, as if the student subscribes to a cloud storage account such as Google Drive or Dropbox, the storage can be used and accessed from any computer. Accordingly, most of the candidates have stated the correct answer and were able to score the marks allocated.

The overall performance for this question was at a satisfactory level.

Question No. 04

This question consisted of 2 parts **(a)** and **(b)**.

Part (a) required to explain 3 types of Information Systems / Modules that might be required by **Lak Tea**. The performance for this part was not that satisfactory. Some candidates have identified types of Information Systems that might be required by **Lak Tea**, but they were unable to justify the need for each Information System identified by them. Accordingly, most of the candidates were unable to score full marks for this part of the question.

Part (b) required to state 4 advantages of Business Process Outsourcing (BPO). It was noted from the answers that most of the candidates have given correct answers for this question and were able to obtain the allocated marks. Candidates' knowledge on this area seemed to be adequate and clear.

The overall performance for this question was not that satisfactory.

Question No. 05

This question consisted of 2 main **parts (a)** and **(b)** and under **part (a)**, there were 2 sub parts **(i)** and **(ii)**.

Part (a) (i) required to state whether you can agree with **Saman's** statement regarding receiving of number of unsolicited emails to **Mr. Amarasingham** is due to someone has hacked is account. It was noted from the answers that most of the candidates have identified this instance as an instance of hacking, whereas it is an instance of spam. Accordingly, most of them were unable to score marks for this part. They have not correctly identified the meaning of Hacking or Spam.

Part (a) (ii) required to explain 2 possible steps that can be taken to ensure receipt of less unsolicited emails. This part was also answered by majority without proper understanding. Therefore, they could not obtain marks for this part. For this part, some candidates have given irrelevant answers such as using a strong password, creating a new email account, etc.

Part (b) required to explain the best course of actions to mitigate the adverse effect of a fake account being prepared using a friend's photo as a profile picture. Some candidates with knowledge of social media have stated correct answers such as report to Facebook, etc., but some others had no idea as to what to be done in a situation like this. Accordingly, they were unable to provide correct answers and were unable to obtain marks for this part.

The overall performance for this question was at an average level.

Question No. 06

This question consisted of 2 main **parts (a)** and **(b)**. Majority of the candidates have attempted this question.

From **part (a)**, it was required to explain 3 reasons to adopt green computing practices. Most of the candidates had no clear understanding on eco-friendly use of computers and reasons for using those. Therefore, they were unable to answer this question properly and very poor marks were obtained.

From **part (b)**, it was required to explain the functions performed by Internet of Things (IoT) devices. As this was a very modern concept relating to Information Technology, most of the candidates were unable to answer properly. Most of the candidates have not even attempted this question. Only a handful of candidates have correctly identified the concept of Internet of Things and answered the question correctly.

The overall performance for this question was not at a satisfactory level.

Question No. 07

This question consisted of 5 sub-questions for a total of 25 marks based on the given case study.

Part (a) required to discuss a possible IT strategy that LBL can adopt to increase sales force productivity. Most of the candidates have not correctly understood the requirement of the question. Accordingly they have not answered well and were unable to obtain marks.

Part (b) required to explain components of IT infrastructure that the company might have to invest in to achieve strategy mentioned in **part (a)** above. Due to not answering **part (a)** successfully, they have not stated correct answers for **part (b)** also, as most of them have not correctly identified a strategy in **part (a)**. However, some other candidates have correctly mentioned about Power BI, Internet platforms, Data Management and Storage, etc. and were able to score very good marks.

Part (c) required to state benefits that UBL can get using the Business Intelligence (BI) to the business. The performance was average for this question. Most of the candidates have mentioned at least 2 correct benefits and were able to obtain marks.

Part (d) required to list advantages of maintaining an active social media presence for UBL. The performance for this part of the question was very satisfactory. Most of the candidates have provided correct answers and were able to obtain full marks allocated. They have answered really well using their general knowledge regarding social media.

Part (e) required to explain the concepts “Big Data” and “Data Visualization”. It was noted from the answers that most of the candidates had no idea on these concepts. Some have tried to explain it using the respective terms of those and ended up with obtaining zero marks.

The overall 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)** 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.

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