

EXAMINER'S REPORT**LEVEL II EXAMINATION - JULY 2023****(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**

This section has subtly tested in the entire syllabus. Except for a handful of candidates, all others have attempted to answer the section, and the majority of them have scored above average. It's noteworthy that the answers provided were found to be at a positive level.

However, the level of answers to the 05 questions in the second section (**1.11 – 1.15**) were observed to be unsuccessful compared to the first 10 questions (**1.1 – 1.10**).

Moreover, no pattern was observed in any section particularly within the syllabus to have provided poor answers.

Unsuccessful answering to **section A** causes getting fewer marks in the entire paper since this section claims for 25% of the overall paper. Therefore, in order to write proper answers to this section requires studying the entire syllabus.

Section B**Question No. 02**

This question comprised three main parts where, **section (A)** required to provide 02 characteristics of quality information used in essential information systems for organizational success. **Section (B)** expected students to explain how Information Systems and Information Technology help to improve an organization's responsiveness to new developments in the market. **Section (c)** expected to write an applicable software solution that could be used for personal information management under each circumstance presented.

It was seen that a majority of the candidates have attempted to provide answers to this question, while **parts (a)** and **(b)** were answered successfully to an extent. However, the response level in **part (c)** seemed poor. This demonstrates the inferior knowledge in the information technology applications used for personal management. General knowledge of information technology applications used in daily life may help candidates to get a successful score.

Question No. 03

This question aimed to inquire about **(a)** software applications that improve productivity, including examples, and **(b)** factors that an organization should consider before selecting an appropriate database to streamline its data management process, along with the disadvantages of a DBMS.

A majority of candidates have answered this question and a healthy score level was observed. Answers provided in **part (i)** of question **(b)** were demonstrated less comprehension on the subject scope. Also, **part (ii)** observed many common answers. This exhibits that knowledge of database management systems is minimal.

Question No. 04

This question has tested the knowledge of tactical planning, strategic planning, management levels, and ERP systems. Most of the candidates answered this question, and the marks were also observed at a higher level. Answers in **part (c)** had common responses; hence, it can be concluded the knowledge about this section is far from broad.

Question No. 05

This question has examined social media and legal provisions that can be used to protect against computer crimes and cloud computing. It was observed that almost everyone has attempted to answer this, and marks were also obtained at a high level.

Candidates who had poor knowledge of social media were limited.

In responding to **section (b)**, only a few had explained legal provisions. This demonstrates the poor knowledge of students with respect to legal frameworks against computer crimes.

Section (c) contained common answers. It shows the weakened knowledge in cloud computing.

Question No. 06

This question examined candidates' knowledge of crowdfunding and robotics.

Most of the candidates answered this question, and even among them marks were observed at a higher level. Answering **part (a)** was found to be unsuccessful. This shows the poor knowledge of crowdfunding among candidates. **Part (b)** answers were found very successful.

Question No. 07

This question is related to a case study which requires the candidates to answer by connecting the theories/ concepts with the real-world events/ incidents. Accordingly, this question was constructed based on a local restaurant chain and examined on information systems based on management levels, mobile payments, data visualization, e-commerce and different impact of using real-time information systems and CRM systems.

Most of the candidates have attempted to provide answers for this question and succeeded in getting considerable marks accordingly.

Candidates have answered moderately on the parts of **(a)**, **(b)** and **(c)**. However, the poor level of answers observed in **section (d)** determines that candidates have not understood the concept of data visualization well. Considering the answers in **section (e)**, although many candidates have provided the answers, the majority of them observed as common.

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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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