

**EXAMINER'S REPORT****LEVEL II EXAMINATION - JANUARY 2026****(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.

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

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

These multiple questions tested the overall knowledge of the respective subject areas in information systems in digital environment. The majority of candidates responded to this part and scored a mark above average level.

A weaknesses were observed in answering Questions **1.3** to **1.5** as most of the candidates failed to select the correct responses in these multiple-choice questions.

The MCQ type questions briefly tested the knowledge in general, covering the entire syllabus.

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

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

This question is about fundamentals on data, information and information systems with respect to an imaginary private hospital. **Part (c)** of the question tried to measure candidates' knowledge in applying their knowledge in a practical situation. The first part of this question required to differentiate data from information with example for each from the hospital's health information system. This part was well answered by the majority of candidates. The second part, which required candidates to explain what is meant by an Information System, was also seen to be answered successfully at a general level. The third part was expected to list three examples of personal information that individuals can manage using computer-based systems such as Personal Information Management (PIM) software, and it must be said that the answers were very poor.

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

### **Question No. 03**

This question is based on the area of information technology infrastructure, cloud computing and use of software in an organization.

- (a)** The first section asked what is meant by Information Technology (IT) Infrastructure, which was answered successfully by most of the candidates.
- (b)** A few candidates were unable to clearly explain three ways in which the efficiency of an organization can be achieved using cloud computing. This indicated a gap in their understanding of the benefits of cloud computing under the three categories, as the question specifically focused on the efficiency category.
- (c)** This part asked candidates to list the reasons why software is important for improving a business's performance in an organization. Most candidates answered this correctly. However, some candidates had difficulty in properly phrasing their answers.

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

### **Question No. 04**

This part tested the types of information systems used in organizations and e-commerce with respect to a scenario involving an apparel business.

- (a) (i)** This part required candidates to explain different types of Management Information Systems (MIS) that can be integrated to cater to the requirements of managers. Almost all candidates attempted this part of the question, and performance was at an average level. However, a few candidates wrote about other types of information systems instead of explaining different types of MIS.
- (ii)** The response to this part was poor, and many candidates mentioned incorrect answers such as sales reports and inventory reports instead of stating the three basic kinds of MIS reports.
- (b)** It was required to state the advantages of E-commerce to customers. As it is a question that can be answered using common sense, it was seen that the answers were generally well written and a review of the responses indicated that many candidates provided appropriate answers based on common sense.

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

### **Question No. 05**

The question was based on the area of ethical, social and legal environment for information systems.

- (a)** This part required candidates to identify different social networking sites that could be used to run promotions, and most candidates responded successfully.
- (b)** This part asked candidates to state the positive impacts of using social media. Almost all candidates attempted the question, and the majority scored above the average marks allocated.
- (c)** It was requested to state the difference between “Cyber Bullying” and “Hacking”. Although the question was simple, a considerable number of candidates demonstrated no understanding of the concept of cyberbullying.

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

### **Question No. 06**

The question was based on the area of technological trends impacting information systems, with practical implementation illustrated through a scenario involving a pharmaceutical chain.

- (a)** Many candidates identified key driving forces, but a significant number of candidates were unable to name the forces and failed to explain how they influenced the company’s decision-making process.
- (b)** The question required candidates to explain innovations introduced to the Sri Lankan market that can be considered disruptive technologies, including how these innovations have transformed traditional business operations. Many candidates were able to identify technologies. However, they failed to explain why technology was disruptive rather than merely innovative and how innovations have transformed traditional business operations. Some candidates provided global examples without adapting them to the Sri Lankan context, which resulted in lower marks.
- (c)** This question requested to list challenges that the company may face during the digital transformation in the 4th industrial revolution. The question was well attempted and the majority of candidates performed satisfactorily.

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

## Section C

### Question No. 07

This was a case-study question covering a broad range of topics related to the classifications of information systems in organizations, including Enterprise Resource Planning Systems, Data Analysis and Business Intelligence, Green IT initiatives and Cloud Computing. It required candidates to apply their knowledge in a practical scenario, encouraging cross-topic integration. Most candidates made a reasonable attempt, with performance varying based on their ability to connect these topics effectively.

- (a) The majority of the candidates struggled to provide answers for **part (a)**, which required them to explain the advantages of using Database Management System (DBMS) to increase the efficiency and effectiveness of business processes. A significant number of candidates had no understanding of what a DBMS is. This is particularly concerning given the vital role that a DBMS plays in modern information systems.
- (b) In this section, the advantages that could be gained by implementing an ERP system in the organization were required to be listed. A considerable number of candidates were unable to clearly list the advantages of an ERP system, with many providing only generic responses.
- (c) A considerable number of candidates struggled to provide answers for **part (c)**, which required them to explain what is meant by data mining and list data mining applications. Although most candidates explained data mining, the listing of data mining applications was poor.
- (d) Regarding this section, a poor level of knowledge among the candidates regarding business analytics tools was observed.
- (e) The benefits that can be obtained by introducing Green IT initiatives were not well explained by a considerable number of candidates.
- (f) It was seen that the answers were very good when stating the advantages of using cloud computing.

**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)** 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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