840/1

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

Paper 1

EOT II 2026

1 hour

EXODUS COLLEGE SCHOOL

End of Term Two Examination 2026

INFORMATION AND COMMUNICATIONS TECHNOLOGY

Paper 1

Theory

SENIOR ONE

1 hour

INSTRUCTIONS TO CANDIDATES:

- ✓ This item is compulsory
- ✓ Write your answers in paragraph form only
- ✓ Introduction and conclusion, they must appear in your work

Item 1

You have been appointed as an ICT consultant for **SmartLink Enterprises Ltd**, a medium-sized company dealing in electronics and online sales. Despite offering quality products, the company is facing serious operational challenges.

The business experiences delayed customer responses, poor communication, and slow transaction processing, leading to inefficiency. Stock is often mismanaged, and financial records are inaccurate due to manual systems. There are frequent cases of data loss and unauthorized access caused by weak security and lack of backup systems. Employees have limited ICT skills, and the company lacks a strong online presence, reducing competitiveness. Additionally,

unreliable internet connectivity and the absence of a centralized system have resulted in duplication of work and poor coordination.

The management has identified limited use of ICT tools as the major cause of these problems and seeks a solution to improve operations.



Task

Guide the management of SmartLink Enterprises Ltd on the appropriate ICT tools that can be used to computerise the business operations and advise on how these tools can be effectively maintained, secured, and protected to ensure smooth and efficient running of the business**.**

“The world continues, with or without you—but your life has purpose.”

END