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Diploma in Information and Communication Technology		
NVQ Level 05 –Semester I		
Manage Information	Workplace	EMPM - 01
Three Hours		
Answer any five (05) questions only		

Q1. IT Hardware Solutions (Pvt) Ltd is a biggest computer hardware supplier located in Battaramulla, Colombo. However, it supplies large quantities of hardware on credit basis to its regular customers and also the company purchases the hardware from Tom Yunk Hardware, China on credit basis. All the transactions and credit updates are being made in digital accounting software.

- (i) Describe the benefits of using information management system considering the IT Hardware Solutions (Pvt) Ltd. (4 marks)
- (ii) Write down a detail about the documentation processes that can be used by IT Hardware Solutions (Pvt) Ltd to manage the information system. (5 marks)
- (iii) Compare and contrast the positive and negative impacts of the digital accounting system used by the IT Hardware Solutions (Pvt) Ltd. (5 marks)
- (iv) In the recent past, due to some computer virus attack, system error was occurred in the information system of the IT Hardware Solutions (Pvt) Ltd and therefore, various documents have been misplaced. Propose possible pre-preventing actions to meet this kind of challenges. (6 marks)

Q2. A Computer has been designed to be safe enough when it is used in a correct manner. Before getting it into operation, it is the user’s responsibility to ensure that it is safe to do so.

- (i) Briefly explain about the purposes of a computer manual? (4 marks)
- (ii) Describe how to do the documentation in a professional way at a workplace (4 marks)

- (iii) In case of any repairs happen in the above computer, describe the steps of documentation procedures to be followed prior to repair it. (4 marks)
- (iv) “Information and communication technologies have drastically changed societies in the last quarter of the century inducing the unexpected qualitative and quantitative changes”. Describe the above statement by selecting a suitable example from the IT industry. (4 marks)
- (v) Data management plays a significant role in the organization’s ability to generate revenue, control expenditures and mitigate risk. Explain this statement with examples from IT industry. (4 marks)

Q3. “Ministry of Skill Development and Vocational Training appointed you as a Project Manager for a software development project at a Vocational Training Center to develop an online system to manage all data and information from the point of student enrollment up to certification. Total estimated cost for this project is Rs 60 million; also development has to be completed within eighteen (18) months period from the date of contract awarded. You are responsible for handling all the related documents.

- (i) Briefly discuss the benefits of record keeping in the above project? (4 marks)
- (ii) Write down the advantages of documentation in the above development project. (5 marks)
- (iii) In the above case study, what are the functions of an information system and describe in detail (5 marks)
- (iv) Compare and contrast electronic documentation and manual documentation in an IT industry. (6 marks)

Q4. Ratnayake software developers (Pvt) Ltd implements several large and medium levels software development projects in parallel. Also, this company has various categories of staff as consultants such as software engineers, IT developers and Business Analyst, etc. They plan to develop and sell software packages in Anuradhapura and they have collected previous data on the sale of software packages from Rainbow pages.

Further, one of the another leading software companies called Sampath IT Solution (Pvt) Ltd collected the data from Rainbow pages on the sale of similar software in Anuradhapura and analyzed them for their own use. The Ratnayake software developers (Pvt) Ltd also collected the data that were already analyzed by Sampath IT Solution (Pvt) Ltd.

- (i) Discuss about the data collection method followed to collect the data on the sale of software packages and list down the benefits of using this method. (4 marks)
- (ii) Differentiate the data collection methods (a and b) followed by Ratnayake software developers (Pvt) Ltd.,
 - a. Collection of data from Rain bow pages by themselves
 - b. Collection of data that were analyzed by Sampath IT Solution (Pvt) Ltd. (4 marks)
- (iii) Describe about the good information considering the above situation. (4 marks)
- (iv) Write down the importance of conducting a market research considering the above case study. (4 marks)
- (v) “Filing system controls any projects” defend this statement in your own words. (4 marks)

Q5. Microsoft (Pvt) Ltd is a laptop developing company located in Colombo. Board of Directors of Microsoft (Pvt) Ltd wants to identify the company’s demand forecast for the next two years; you are appointed as a general business analyst of this company. Furthermore, this company sells laptops over the last 05 years.

- (i) Write down the advantages of doing demand forecasting by the above Microsoft (Pvt) Ltd. (4 marks)
- (ii) Microsoft (Pvt) Ltd decided to conduct the sales forecasting, propose your views about the process of sales forecasting. (4 marks)
- (iii) Differentiate qualitative and quantitative forecasting technique considering Microsoft (Pvt) Ltd. (6 marks)
- (iv) “Change the policies of Microsoft (Pvt) Ltd based on the current trend of Market will create more benefits for the company”, justify the statement in your own words. (6 marks)

Q6. “Official Records, Transitory Records, Transaction Processing Systems (TPS), Financial Forecasting, Data Analysis, Management Information System (MIS) remain the key elements of any industries”

- (i) Briefly describe the Financial Forecasting and list down the advantages of using financial forecasting software. (4 marks)
- (ii) Briefly explain your views on the transaction processing system (TPS) and its usage in material supply. (4 marks)

(iii) Differentiate the Official Records and Transitory Records with suitable examples.

(4 marks)

(iv) Describe the importance of data analysis made by the construction industry. (4 marks)

(v) Discuss about the Management Information System (MIS) with suitable examples.

(4 marks)