S850/1
Subsidiary ICT
Paper 1
July – August 2026
2 Hours

UGANDA MUSLIM TEACHERS' ASSOCIATION

UMTA JOINT MOCK EXAMINATIONS – 2026

UGANDA ADVANCED CERTIFICATE OF EDUCATION

SUBSIDIARY ICT

Theory

Paper I

2 Hours

INSTRUCTIONS TO CANDIDATES:

- *This paper consists of* **two** *sections;* **A** *and* **B**. *It has* **three** *examination items.*
- *Section* **A** *has* **one** *compulsory item.*
- *Section* **B** *has* **two** *optional items; Respond to* **one** *item from this section.*
- *Any additional item(s) responded to will* **not** *be scored.*
- *Begin each item on a fresh page.*
- *All responses should be presented in formal writing layouts.*
- *All responses must be written in the answer sheet(s) provided.*

SECTION A

Compulsory

Item 1.

Kampala City Heritage Tours Ltd, located in the Central Business District of Kampala, is a tourism company that organises both local and international tour packages for visitors interested in exploring Uganda's tourist attractions, including national parks, cultural sites, historical landmarks, and recreational centres.

Recently, the company has received several complaints from tourists through its customer feedback system. The reported challenges include:

- Delays in booking tours due to manual reservation procedures.
- Difficulty in accessing up-to-date information on tourist destinations, accommodation, transport services, and tour package prices.
- Poor communication between tour guides, drivers, and the head office during field trips.
- Loss and misplacement of customer records kept in paper files.
- Theft of tourists' belongings during crowded events due to inadequate security measures.

In addition to these operational challenges, the receptionist has reported several ICT-related problems in the office. One of the computers fails to start and displays the following message on the screen:

"BOOTMGR is missing. Press Ctrl + Alt + Del to restart."

The office printer produces dirty and incomplete brochures, invoices, and receipts, while some CCTV cameras capture blurry images, making it difficult to monitor activities and identify individuals.

The Managing Director, who is concerned that these challenges could reduce customer satisfaction and damage the company's reputation, has sought your professional advice because of your ICT knowledge and skills.

Task:

As an ICT learner, prepare a detailed report advising the Managing Director on the following.

(a) Recommend suitable ICT tools and systems that the company should acquire to address the operational challenges and improve service delivery.

(b) Explain the practical solutions for resolving the ICT problems reported by the receptionist, including the computer, printer, and CCTV cameras.

(c) Recommend appropriate maintenance practices and security measures that should be implemented to ensure the safety, reliability, efficient performance, and long-term functionality of the company's ICT equipment.

SECTION B

This section has **two** *items, Respond to* ***one*** *item.*

Item 2.

UMTA health Services, a private healthcare organisation with branches across Uganda, recently introduced a Hospital Information Management System **(HIMS)** to improve patient registration, appointment scheduling, medical record management, and service delivery. Although the system offers many useful features, many staff members have not yet gained sufficient experience in using it.

Jaria, a Health Information Officer, missed the official user training after attending a week-long public health outreach programme in Northern Uganda. On returning to work, she attempted to learn the new system independently. However, the online user manuals and video tutorials had not yet been uploaded to the organisation's learning portal. To support her, a colleague Sumani offered to conduct remote training sessions using an online platform, where he could demonstrate the system's features in real time.

As part of her responsibilities, Jaria is required to analyse large volumes of patient records to identify disease trends and predict the demand for health services in different regions. Although the organisation has introduced digital tools to support data analysis

and forecasting, Jaria is unsure how these tools can be used effectively to generate reliable predictions.

Meanwhile, an internal audit revealed that a member of staff had installed unauthorised software on an office computer and used the organisation's internet connection to generate fake voice recordings of senior managers in an attempt to gain access to confidential patient records. The incident resulted in a cybersecurity breach and disrupted normal operations.

Jaria, who happens to be a friend of your relative, is concerned about these challenges and has requested your advice because of your ICT knowledge and skills.

Task:

As an ICT learner, perform the following tasks:

(a) Prepare a write-up justifying the digital platforms Jaria can use and procedures to use them to get support from her colleague Sumani as well as effectively generate reliable predictions after analyzing large volumes of patient records.

(b) Prepare guidelines for Jaria and the senior management on the measures that should be implemented to protect office computers and confidential patient information from insider cybersecurity threats, while promoting the safe, secure, ethical, and responsible use of these tools.

Item 3.

Nexus Digital Services Ltd, a software consulting company based in Kampala, recently adopted a cloud-based collaboration platform to improve teamwork in the preparation, review, and sharing of official documents such as project reports, client proposals, and progress updates.

Hassan, the Project Coordinator, and Aisha, the Marketing Officer, were assigned to prepare a project performance report for one of the company's major clients. However, they experienced difficulties because each person worked on a separate copy of the document. This resulted in inconsistent formatting, duplicated content, grammatical

errors, and conflicting versions, reducing the quality and professionalism of the final report.

While attending an international technology conference in South Africa, the Managing Director instructed Hassan and Aisha to join him through an online collaboration platform so that they could prepare the report together in real time and submit it before the client's deadline.

The team is required to work on the same document simultaneously from different locations, allowing each member to edit, comment on, and review the report as it is being prepared. After completing the draft, they are expected to use an Artificial Intelligence (AI) to review the document, correct the language, improve sentence structure, enhance clarity, and ensure that the report meets professional standards before submission.

Meanwhile, management has become concerned after discovering that some employees have been using the company's email system and WhatsApp groups to share confidential company information, unverified messages, and inappropriate content, exposing the organisation to security, privacy, and ethical risks.

Hassan, who happens to be a friend of your relative, has approached you for guidance because of your ICT knowledge and skills.

Task:

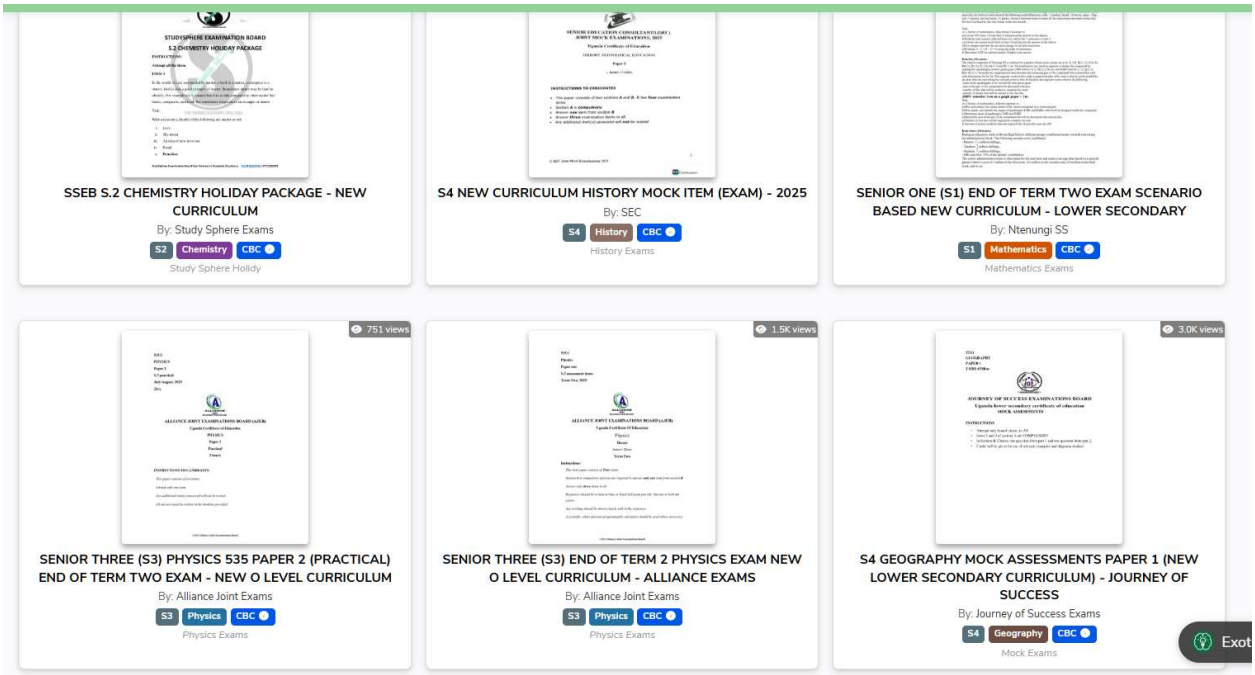
Prepare a report addressing the following:

(a) With justification recommend suitable digital tools that Hassan and Aisha can use to prepare and review the report. Describe the procedures for using them while working from different locations.

(b) Advise the company on the security measures, digital ethics, and responsible communication practices that employees should observe when using the tools,

END

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