

840/1
INFORMATION AND
COMMUNICATIONS
TECHNOLOGY (ICT)
Paper 1
August/September 2025
2¹/₄ hours



KABS ICT RESOURCES CENTER

Uganda Certificate of Education

INFORMATION AND COMMUNICATIONS TECHNOLOGY

Paper 1

Theory

2 hour 15 minutes

INSTRUCTIONS TO CANDIDATES:

*This paper consists of **two** sections; **A** and **B**. It has **five** examination items.*

*Section **A** has **one** compulsory item.*

*Section **B** has **two** parts; **I** and **II**. Answer **one** item from each part.*

*Answer **three** examination items in all.*

*Any additional item(s) answered will **not** be scored.*

***All** answers **must** be written in the answer booklet(s) provided.*

SECTION A

Compulsory – Answer this item

● ITEM 1

Bwera Community Health Centre III serves a large population in your sub-county. The records assistant at the facility still uses a manual filing system and a typewriter to prepare patient referral forms and drug stock requisitions. With the increasing number of patients, she struggles to keep up with preparing documents in time, making duplicates, and retrieving records efficiently.

Last month, she submitted a letter to the Health Centre In-Charge highlighting how delays in preparing reports and forms affect patient service delivery. The In-Charge has now asked her to write a report recommending tools and methods that would help ease her work in managing patient and supply records. However, she is unsure of what to include and has asked for your help.

Task:

Guide the records assistant on what she should include in the report to improve work at the health centre.

SECTION B

PART I – (Answer only **One** item from this part)

● ITEM 2

Your uncle has recently completed his Law degree and started working at EquiLegal Advocates, a busy private law firm in your town. The firm has computerized nearly all its operations, including case filing, legal research, and client communication. Your uncle now spends long hours working on digital case files, preparing documents, and attending virtual meetings.

Over time, he has started experiencing health challenges such as frequent headaches, neck pain, and eyestrain. Additionally, several of the office's ICT devices—including desktop computers, scanners, and a network printer—have broken down. The firm had previously hired unqualified technicians to repair these machines, which only worsened the situation. The managing partner has now tasked your uncle with ensuring proper handling of the broken ICT equipment. Feeling overwhelmed, he has approached you for guidance.

Task:

Guide your uncle on how to manage the health issues caused by prolonged ICT use and how to safely handle the broken-down ICT equipment at the law firm.

● ITEM 3

SilverTrack Tours & Travel is a growing company that specializes in organizing safaris, booking hotels, and arranging international travel for clients. Recently, the company launched an online promotion that attracted many customers. As a result, staff at the bookings desk now spend long hours handling online reservations, issuing tickets, and updating travel records. Some of the staff have started complaining of ill health due to prolonged use of ICT tools.

Meanwhile, several outdated computers and tablets have been dumped behind the office after a recent system upgrade. These old devices, many of which still contained client travel records, were picked up by scrap collectors and sold. One of them was powered on and found to contain scanned copies of passports and visas, which were later shared online.

A concerned client who saw his travel documents circulating on social media has contacted the company, warning that this could lead to serious legal and reputational consequences if not handled properly.

Task:

- a) Write a short advisory note to the staff at SilverTrack Tours & Travel on how to address the health challenges associated with prolonged use of ICTs.
- b) Provide detailed guidance to the company on how to properly manage its broken or outdated ICT equipment (**e-waste**) to avoid further data leaks and environmental harm.

✔ PART II

Turn Over

Answer only **One** item from this part

● ITEM 4

Your cousin was recently employed by the Town Clerk's Office in your municipality. One of her main responsibilities is to compile a daily report showing the number of registered market vendors and those who have fully paid their daily fees. This report must be submitted to her supervisor via the email address [clerkreports@towncouncil.go.ug] (clerkreports@towncouncil.go.ug) before the office closes each day.

Although your cousin is confident in gathering the required information, she is confused about how to organize the data, prepare the report on a computer, and send it via email. She has now asked you to assist her so she can meet her deadline without errors.

Task:

Provide a step-by-step guide that your cousin can follow to compile the report and send it successfully to her supervisor's email address.

● ITEM 5

A local NGO that supports vulnerable learners with school bursaries has announced a new round of bursary applications. The process requires applicants to download an official bursary form from the NGO's website, fill in their personal and school details accurately, and then upload the completed form back to the website before the deadline.

Kent, a Senior Four student in your neighborhood, has been nominated by his school for the bursary. However, he has never filled or submitted a form online and is confused about how to go about it. He has approached you for help so that he doesn't miss the opportunity.

Task:

Write a step-by-step guide that Kent can follow to access the bursary form, fill it out properly, and submit it through the NGO's website successfully.

END