

S850/1
SUBSIDIARY ICT
Paper 1
(Theory)
March/April 2026
2 hours



KABS ICT RESOURCES CENTER

Uganda Advanced Certificate of Education

SUBSIDIARY INFORMATION AND COMMUNICATIONS TECHNOLOGY

Paper 1

(Theory)

2 Hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of two parts: **Part I and Part II.***

*Answer **two items only**, choosing **one item** from each part.*

*All responses should be presented in **formal writing layouts.***

PART I

Answer one item from this part

■ ITEM 1

BrightChoice Supermarket operates both a physical shop and an online ordering platform. The business relies on ICT systems to manage stock records, process customer payments, print receipts, and maintain communication with suppliers.

Recently, employees have reported several technical problems affecting daily operations. Some computers restart unexpectedly during transactions, printers fail to respond when connected, and some systems take too long to boot. Additionally, management suspects that the computers currently used may no longer meet the increasing workload of digital transactions and inventory management.

The supermarket manager intends to upgrade the ICT systems but lacks sufficient knowledge to determine the most appropriate hardware and software to purchase.

Task

Prepare a detailed report advising the manager on appropriate ICT solutions to improve system performance, address existing technical challenges, and ensure efficient long-term operation.

■ ITEM 2

Buwambo Secondary School recently established a computer laboratory to support digital learning and research activities. The laboratory is equipped with desktop computers, laptops, a projector, printers, and internet connectivity. After several weeks of use, a number of challenges have emerged, including computers failing to recognize external storage devices, inability to connect to the internet, and systems freezing during use. In addition, teachers have observed that some learners mishandle equipment such as cables, keyboards, and printers due to limited knowledge of proper ICT usage.

These issues have affected the effective use of the laboratory and may impact its long-term sustainability. The school administration therefore seeks to address these challenges and improve the overall performance and management of the facility.

Task

Prepare a detailed proposal advising the school administration on appropriate ICT solutions to address the current challenges, improve system performance, and ensure efficient and sustainable use of the computer laboratory.

PART II

Answer one item from this part

■ **ITEM 3**

In **Kyetume Town Council**, many young people frequently use smartphones and social media platforms to communicate and access information. While these technologies provide opportunities for learning and collaboration, community leaders have become concerned about the **increasing cases of cyberbullying**, exposure to inappropriate online content, and communication with unknown individuals through social media.

Additionally, the town council intends to conduct an **online meeting with education partners** and share important digital documents with them. However, the council leadership lacks adequate knowledge about safe digital communication practices.

You have been invited to provide guidance because of your ICT knowledge.

Task

Prepare a comprehensive advisory document proposing solutions to the digital communication challenges affecting the community.

■ ITEM 4

An agricultural organization has developed a **mobile chatbot platform powered by Artificial Intelligence (AI)** to support farmers with information about weather patterns, crop diseases, pest control, and market prices.

During pilot testing, farmers reported several challenges. Some users found the chatbot commands difficult to understand, others complained that the platform asks too many questions before providing answers, and some farmers expressed concern about the safety of their personal farming data stored on the platform.

The organization intends to improve the platform so that it becomes more useful, reliable, and trustworthy for farmers.

Task

Prepare a comprehensive proposal explaining how the AI-powered chatbot platform can be improved to better meet the needs of farmers.

END