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**CERTIFIED PUBLIC ACCOUNTANT  
FOUNDATION LEVEL 2 EXAMINATIONS**

**F2.3: INFORMATION SYSTEMS**

**DATE: TUESDAY 27, FEBRUARY 2024**

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**INSTRUCTIONS:**

1. **Time allowed: 3 hours 15 minutes** (15 minutes reading and 3 hours writing).
2. This examination has **seven questions** and only **five questions** should be attempted.
3. Marks allocated to each question are shown at the end of the question.
4. The question paper should not be taken out of the examination room.

## QUESTION ONE

(a) Ururabo Ltd, a locally registered company in Rwanda realized that to maintain its competitiveness in the market, improve customer experience, and increase operational efficiency, it needed to update its legacy systems. To improve departmental workflow, the leadership deployed an integrated enterprise resource planning (ERP) system.

### Required:

**Outline ten consequences that systems development projects without proper management are likely to suffer at Ururabo Ltd.** (5 Marks)

(b) Explain the following terms as used when selecting projects.

(i) Management Structure for Information System Projects (1 Mark)

(ii) Strategic planning group (1 Mark)

(iii) Information systems steering committee (1 Mark)

(iv) Project management group (1 Mark)

(v) Project teams (1 Mark)

(c) Discuss five challenges of change management. (10 Mark)

**(Total: 20 Marks)**

## QUESTION TWO

Leading telecom provider Mobilcom in Rusizi had to contend with the difficulty of staying up to date with the quickly changing wireless, network, and telecom environments. To remain competitive in the ever-changing market, the company sought to expand its range of services, upgrade its network infrastructure, and take advantage of new technologies. Modernizing its telecommunications infrastructure was Mobilcom's main goal to offer its clients faster, more dependable, and cutting-edge services. Additionally, the business aimed to improve the overall customer experience and broaden its reach by utilizing wireless and internet technologies.

### Required:

(a) Discuss at least five broadband transmission capabilities or access to the Internet available to organizations with services that require high speed. (10 Marks)

(b) Discuss at least 5 opportunities that come with integration of wireless technology at Mobilcom and all other sectors. (10 Marks)

**(Total: 20 Marks)**

### QUESTION THREE

Multinational manufacturing corporation Gihira Cooperative struggled with inconsistent systems that caused data silos, inefficiencies, and difficulty making decisions. To improve overall efficiency and streamline operations, the leadership decided to implement an integrated Enterprise Resource Planning (ERP) system after realizing the need for a comprehensive solution.

**Required:**

- (a) **Outline 10 benefits Gihira Cooperative can gain from implementing ERP systems.** (10 Marks)
  - (b) **Outline 10 challenges associated with implementing ERP systems at Gihira Cooperative.** (10 Marks)
- (Total: 20 Marks)**

### QUESTION FOUR

Data silos and disjointed information systems presented operational difficulties for Gihozo Service Ltd, a medium-sized consulting firm in Muhanga District. The business decided to implement a thorough Information System (IS) to improve communication, streamline procedures, and facilitate decision-making after realizing the necessity for a unified and integrated approach. Gihozo Service Ltd's main goal was to implement an information system that could provide real-time insights, simplify workflows, and combine data. The organization sought to decrease redundant data, increase teamwork, and boost overall productivity.

**Required:**

- (a) **Discuss five different views of the information system Gihozo Service Ltd owner should know about to improve his business.** (10 Marks)
  - (b) **Briefly describe five key management challenges involved in building, operating, and maintaining information systems.** (10 Marks)
- (Total: 20 Marks)**

### QUESTION FIVE

Fayes Ltd, a company located in Ruhango District in the Southern province of Rwanda, encountered difficulties in effectively managing its intricate operations. The company launched a strategic initiative to install a variety of information systems to improve various aspects of its business after realizing the need to modernize its current ones.

**Required:**

- (a) **Define business processes as used in information systems.** (2 Marks)
  - (b) **What does the performance of a Fayes Ltd depend on?** (2 Marks)
  - (c) **Define three types of information systems Fayes Ltd might explore and integrate in his company.** (6 Marks)
  - (d) **Outline ten ways in which information systems will enhance business processes at Fayes Ltd.** (10 Marks)
- (Total: 20 Marks)**

## QUESTION SIX

Datalic company in Kigali encountered difficulties when trying to efficiently tap into and use its extensive knowledge base. The organization realized that to improve teamwork, stimulate creativity, and guarantee the effective sharing of knowledge amongst teams and departments, it was imperative to put in place a strong Knowledge Management System (KMS). Establishing a centralized platform that encourages knowledge sharing, speeds up problem-solving, and supports ongoing learning within the company was the main goal of putting the Knowledge Management System into place.

### Required:

- (a) **Discuss five types of knowledge management systems that Datalic company in Kigali must be aware of.** (10 Marks)
- (b) **Discuss five examples of Knowledge Work Systems.** (10 Marks)
- (Total: 20 Marks)**

## QUESTION SEVEN

Numerous hospitals, clinics, and medical facilities are managed by Muganga Health Care. Muganga Health Care launched a comprehensive plan to optimize the management of data and information resources in response to issues with fragmented data, out-of-date information systems, and growing data security concerns. This health care centralized its Data Repository to guarantee accuracy, accessibility, and adherence to healthcare laws, and establish a centralized and secure repository for patient records, medical histories, and administrative data.

### Required:

- (a) **Discuss at least five importance of Data Quality.** (10 Marks)
- (b) **Briefly describe at least five issues Muganga Health care should know that will impact the management of organizational data.** (10 Marks)
- (Total: 20 Marks)**

**End of question paper**