

Knowledge assessment: Short answers

Criteria

Unit code, name and release number

BSBCRT404 – Apply Advanced Critical Thinking for Work Processes

ICTSAS432 – Identify and resolve client ICT problems

Qualification/Course code, name and release number

ICT40120 - Certificate IV in Information Technology (1)

Student details

Student number

Student name

Phillip Moss

Assessment Declaration

This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.

No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.

I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is your own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

Student signature and Date

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For queries, please contact:

Technology and Business Services SkillsPoint
Location: Ultimo

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Assessment instructions

Table 1 Assessment instructions

Assessment details	Instructions
Assessment overview	The objective of this assessment is to assess your knowledge of researching and implementing new technology.
Assessment Event number	1 of 2
Instructions for this assessment	<p>This is a written assessment and it will be assessing you on your knowledge of the unit.</p> <p>This assessment is in one part:</p> <p>1. Short answer questions</p> <p>The assessment also contains:</p> <p>Assessment Feedback.</p>
Submission instructions	<p>On completion of this assessment, you are required to upload it or hand it to your assessor for marking.</p> <p>Ensure you have written your name at the bottom of each page of this assessment.</p> <p>Submit the following documents:</p> <p>This assessment paper</p> <p>It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment.</p>
What do I need to do to achieve a satisfactory result?	To achieve a satisfactory result for this assessment all questions must be answered correctly.

Assessment details	Instructions
Assessment conditions	<p>Assessment conditions will replicate the workplace, where the conditions are typical of those in an ICT working environment or workplace.</p> <p>Assessment may be undertaken in normal classroom conditions, which is assumed to be noisy and similar to workplace conditions, or within the workplace. This may include phones ringing, people talking and other interruptions.</p>
What do I need to provide?	<p>A pen, if a paper version of assessment is provided</p> <p>USB drive or other storage method with enough free space to save work to.</p>
What will the assessor provide?	n/a
Due date and time allowed	Indicative time to complete assessment: One hour
Assessment location	<p>This assessment will take place either remotely or in the classroom.</p> <p>The student may access their referenced text, learning notes and other resources.</p>
Supervision	This is a take home assessment.
Reasonable adjustment	<p>If you have a permanent or temporary condition that may prevent you from successfully completing the assessment event(s) in the way described, you should talk to your assessor about 'reasonable adjustment'. This is the adjustment of the way you are assessed to take into account your condition, which must be approved BEFORE you attempt the assessment.</p>

Assessment details	Instructions
Assessment feedback, review or appeals	<p>In accordance with the TAFE NSW policy <i>Manage Assessment Appeals</i>, all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within 14 working days of the formal notification of the result of the assessment.</p> <p>If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher or Head Teacher. If they are unavailable, contact the Student Administration Officer.</p> <p>Contact your Head Teacher for the assessment appeals procedures at your college/campus.</p>

Short answer questions

Read the questions carefully. Each answer should be 75-200 words.

Expand the boxes as required.

1. Describe the main characteristics of Critical Thinking, and how they can help to diagnose problems in the workplace

People who can engage in critical thinking are reflective, independent and competent. If someone practices critical thinking, are able to logically connect ideas, able to investigate and fact-check argument points, find errors and inconsistencies in the work they and others perform, as well as problem solve complex issues that arise over the course of a project.

2. List and describe at least two **formal techniques** of Critical Thinking

Two formal critical thinking techniques are Analysing and Evaluating.

Analysing is an important aspect to uphold as it enables someone to view all of the available evidence toward a matter or situation, accepting their own biases that may be present.

Evaluation is calling into closer examination and focus what has been deemed to be all of the relevant evidence, ensuring that there are as few contradictions as possible and as much bias removed as can reasonably be expected.

3. Explain the differences between **Policies**, **Procedures** and **Guidelines** within a work context, and give an example of each, and their scope/limitations.

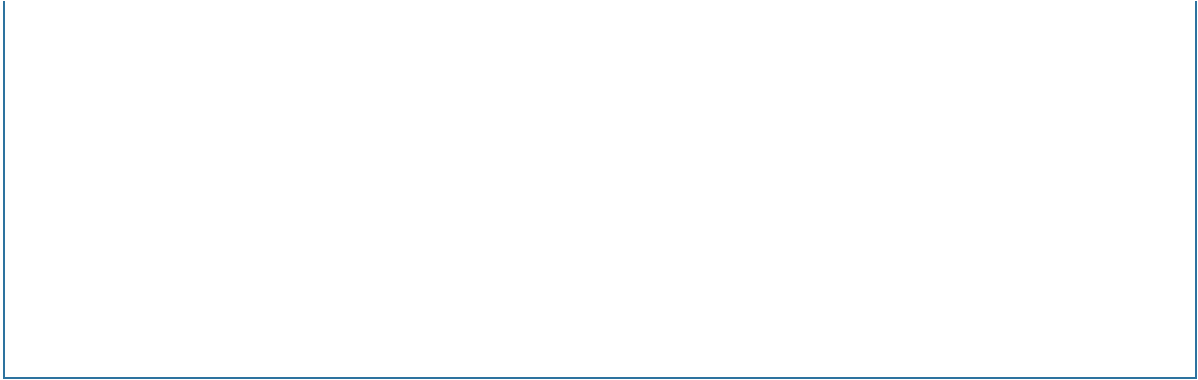
A policy describes a decision or mandate that the governing body of an organisation has agreed upon, typically being an internal decree that ought to be followed and adhered to.

A procedure details the necessary steps to follow in order to achieve a task as directed by a policy. These may oft times, though not always, take the form of a checklist that makes it easier for the concerned individuals to correctly stay within the bounds of a stated policy.

A guideline give general advice and additional guidance toward the following of policies and procedures. They are designed to help define or clarify or better explain the policymaker's intent.

4. Give an example of at least 3 legislative requirements that may relate to workplace policies and procedures

Occupational Workplace Health & Safety, Copyright Legislation, and the Notifiable Data Breaches Scheme are three legislative requirements that will strongly influence workplace policies and procedures.



5. In a studio environment, where might you find reliable information relevant to workplace procedures?

HR and Management personnel are excellent resources to find or request any information about workplace policies and procedures.

6. For the following assets within a gaming studio environment, indicate the likely frequency of maintenance required, and who within or external to the studio may be responsible

ASSET	MAINTENANCE FREQUENCY	RESPONSIBILITY
Printer	Weekly	Office Coordinator
Desktop Computer	Fortnightly	Tech Support
Hard Disk (HDD) Backup	Weekly	IT Manager
Solid State Drive (SSD) Backup	Weekly	IT Manager
Battery replacement on devices	Yearly	Office Coordinator
Software driver updates	As-needed	Tech Support

7. Briefly describe some of the more common diagnostic tests that can be undertaken within a studio/office environment on PCs.

Some of the common diagnostic tests that can be undertaken in a studio/office environment on PCs include disk error checks to ensure that storage mediums do not have too many faulty cells, defragmentation of Hard Disk Drives (Not Solid State Drives) to keep data stored contiguously together on the disk, and internet speed checks to better understand the networking connectivity of the PC or network as a whole.

8. Given the Impact Analysis table below, determine the risk for the scenarios shown

Problem impact analysis matrix	The problem affects the whole user base	The problem affects a small number of users	Problem affects only individual user	The client is a VIP user (long-term player)
Can the user still access and play the game without significant effect from the problem? (eg occasional lags)	Medium	Normal	Low	Normal
Can the user still access and play the game, but has significant effects from the problem? (eg <u>huge lag</u>)	High	Medium	Normal	Medium
Does the problem prevent a user from accessing and playing the game?	Critical	High	Medium	High

For an online game that your company is responsible for:

- A long-term user is having trouble logging in to the game High
- A long-term user is having difficulty accessing the leaderboard Medium
- A recently enrolled user is having trouble logging in to the game Medium
- No players are able to enter a particular building within the game High
- One of the regional servers is down, affecting a group of players Critical

9. With reference to the previous question, how would you prioritise requests for assistance?

Priority should be given to those issues affected the largest number of players first, followed by long-term customers.

Issues completely preventing play are the most critical, while those affecting one aspect of play ought to be considered lower priority.

10. How can you ensure sustainability when working within the ICT industry for example in a game studio using computers and other relevant equipment? Also discuss appropriate disposal of components. Are there any environmental guidelines or legislation that need to be followed?

The goal of any ICT-industry body should be to minimise the use of resources and energy in the course of manufacturing, use, and disposal of all equipment at the end of their lifecycles.

11. What are some of the advantages of using dedicated ITSM software, rather than simple spreadsheets?

The advantages of using a dedicated ITSM software over spreadsheets include the client being given a structure that enables the help or service desk to better clarify and define the issue(s) the client is experiencing and be better able to problem based with the data provided regarding the matter.

12. What is the main difference between a Help Desk and a Service Desk?

Help Desks function as a place for specifically technology-related help and assistance to be found, while Service Desks are a more general catch-all for any problems and incidents that arise.

13. Imagine you are working in a studio developing VR games. Using the table below:

- What are the main software programs you will need for both design and development
- What are the key functions and basic features of each of the software programs listed?

Program	Main use/function	Features	Limitations
Maya	3D Modelling	Rigging, animating	No 2D
Unity	Game Engine	Coding, physics, world building	Not compatible with other engines
3D Max	3D Modelling	Ridding, animating	Bad for texturing
Unreal Engine	Game Engine	Coding, physics, world building	Not compatible with other engines
Blender	3D Modelling	Rigging, animating	Only for meshes
Photoshop	Artistic creation	Cloud saving of work	Stringent licensing
Embedded OS (Microwave)	Food quality control	Cooking, boiling	Requires regular cleaning

Assessment Feedback

*NOTE: This section **must** have the assessor signature and student signature to complete the feedback.*

Assessment outcome

- ☐ Satisfactory
- ☐ Unsatisfactory

Assessor feedback

- ☐ Has the Assessment Declaration been signed and dated by the student?
- ☐ Are you assured that the evidence presented for assessment is the student's own work?
- ☐ Was the assessment event successfully completed?
- ☐ If no, was the resubmission/re-assessment successfully completed?
- ☐ Was reasonable adjustment in place for this assessment event?

If yes, ensure it is detailed on the assessment document.

Comments:

Assessor name, signature and date:

Student acknowledgement of assessment outcome

Would you like to make any comments about this assessment?

Student name, signature and date

NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.