Abstract

The procedure for evaluating and communicating business needs consists of comprehending the document's objective, identifying all requirements, assessing each requirement, conveying the requirements, and constructing the summary document.

The summary document ought to provide an overview of the business requirements, the assessment process, and the communication strategy. The message should be written in a clear, concise, and easy-to-understand manner that avoids complex jargon and sprawling descriptions.

Feedback is a crucial constituent of the communication process as it allows the sender to ascertain the receiver's interpretation and understanding of the message.

Yesid A. Giron

yesidgiron@gmail.com

ID: 70403

Full Name: Yesid Giron Giron

T. +61 2 9283 4388 | **E.** info@wic.nsw.edu.au Lower Ground, 101 Sussex St.,
Sydney NSW 2000 Australia | www.wic.nsw.edu.au
ABN: 19 080 559 600 | **CRICOS CODE:** 01856K | **RTO:** 90501

ASSESSMENT –

RESEARCH & QUESTIONING

Name of Student	Yesid Alberto Giron Giron	ID	70403

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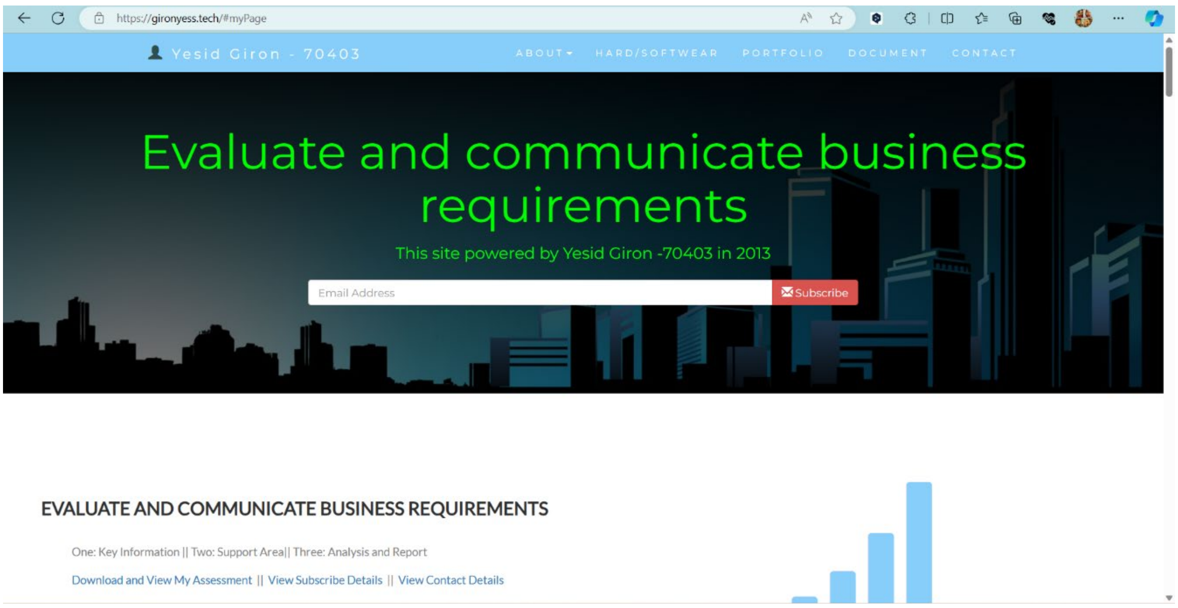


Instructions:

This assessment is to be completed individually. In this assessment you will be working through a number of written tasks based on case scenarios or research that relate directly to each element of competency for this cluster. Outlined below is information on how each of the tasks relates the element of competency covered.

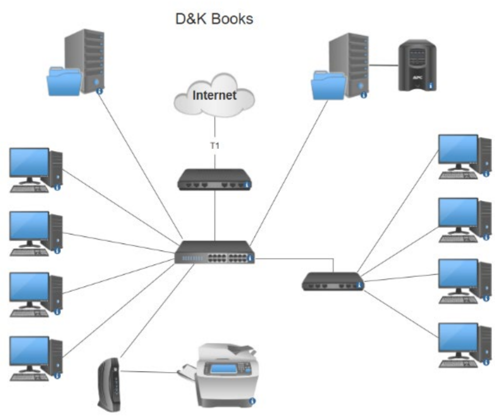
Learn how to make Google Form: https://www.youtube.com/watch?v=BtoOHhA3aPQ&t=4s

Your tasks:

Business Scenario

D&K Books Pty Ltd is a bookstore owned by Mr. Dean Kerr. The business occupies two levels of an office building connected by escalators and lifts. D&K Books employs approximately six sales staff, one operation manager, two administrative officers, a bookkeeper and a marketing manager.

They have an Ethernet network consisting of ten PCs (Intel I3 Desktop cloned), two switches, a router and three printers. They use the QuickBooks software to manage their entire business, including sales, inventory, ordering, accounts receivable, accounts payable, payroll and employee management. They also have two EFTPOS terminals one on each floor.



D&K Books has a Linux server that stores all of the data including the QuickBooks database. The server is backed up to tape regularly. They also have a website (hosted on an Australian ISP's server, dynamic and static pages using asp.net) on which customers can browse the product catalogue and view current specials. They also lease a telephone system from Live Telecoms. The PABX (phone system) consists of a main switchboard and five remote phones with three incoming lines and a message-on-hold queue system.

Hardware	*Software*
Server X 1	*Window Server*
Computer X 8	*Windows*
Printer X 1	*SQL server*
Telephone X 8	*Virus Protection*
Modern X 2	*MS office*
Network Cable	*Eftpos machine More…*

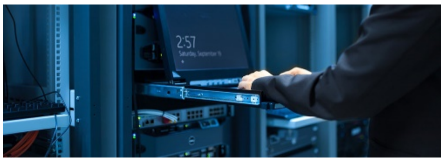
ID: 70403

Full Name: Yesid Giron Giron

Task 1: Determine support areas

Identify information technology (HW and SW) and list the technology in use in D&K Books and consider the following:

- What sort of support does the technology require?
- Who is likely to provide this support?
- Does the support arrangement already exist?

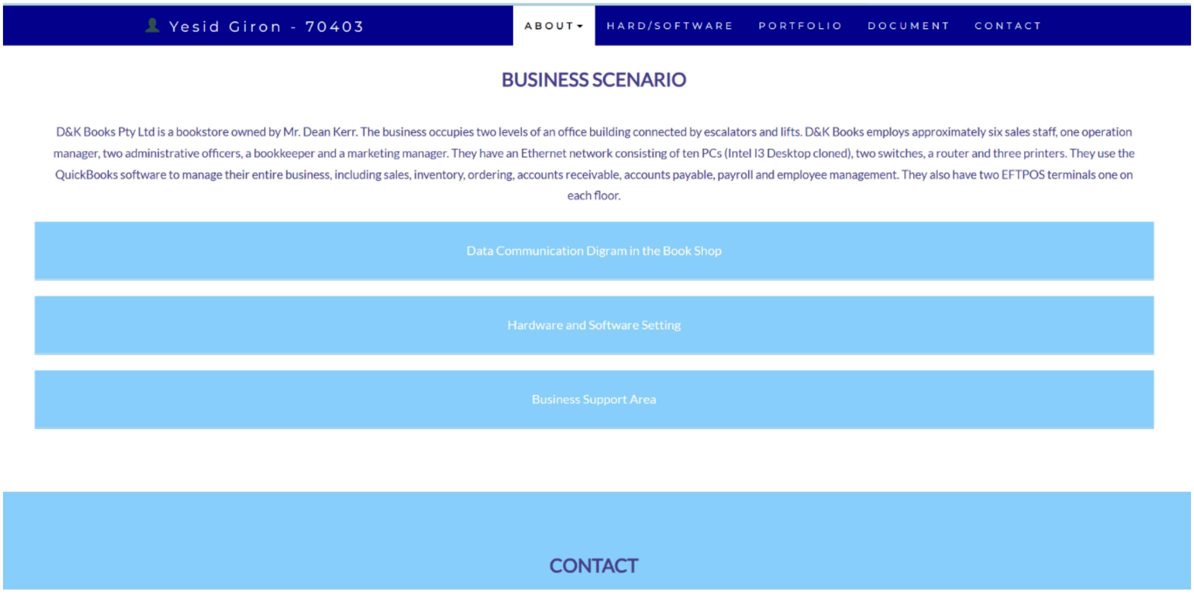


Present your answer in a table such as the one below:

Technology	Description	Support Required	Provider	Support Already exists? (Yes/No)
QuickBooks Software	software that keeps track of all accounts, stock, GST, etc.	Track all your jobs, record where you're spending your time, send out fixed fees, pay your team even manage your own books all with QuickBooks Online Accountant.	Switch to QuickBooks Online | QuickBooks Australia (intuit.com) online to find more	Yes
PC's	Notebook	Notebooks/Laptops. Today's notebook computers are almost as powerful as desktop computers, so you may find that it's best to choose this option. Some notebooks can function as desktops, by adding separate screens and keyboards.		No. Need find one person to do this job
Server	Easy to use Extensive documentation Steady release dates Official support	User account management, security policy implementation, home folder management, permissions management, backup and restore, operating system patching, software installation		No
EFTPOS	Easy to use	No need	shop	Yes
Telephone system	Low cost	Phone company	Vodafone	Yes
Website	Low cost	Yes	namecheap.com	Yes

Network	wireless	No external	No	No

Please review my website: https://gironyess.tech/#businesscase



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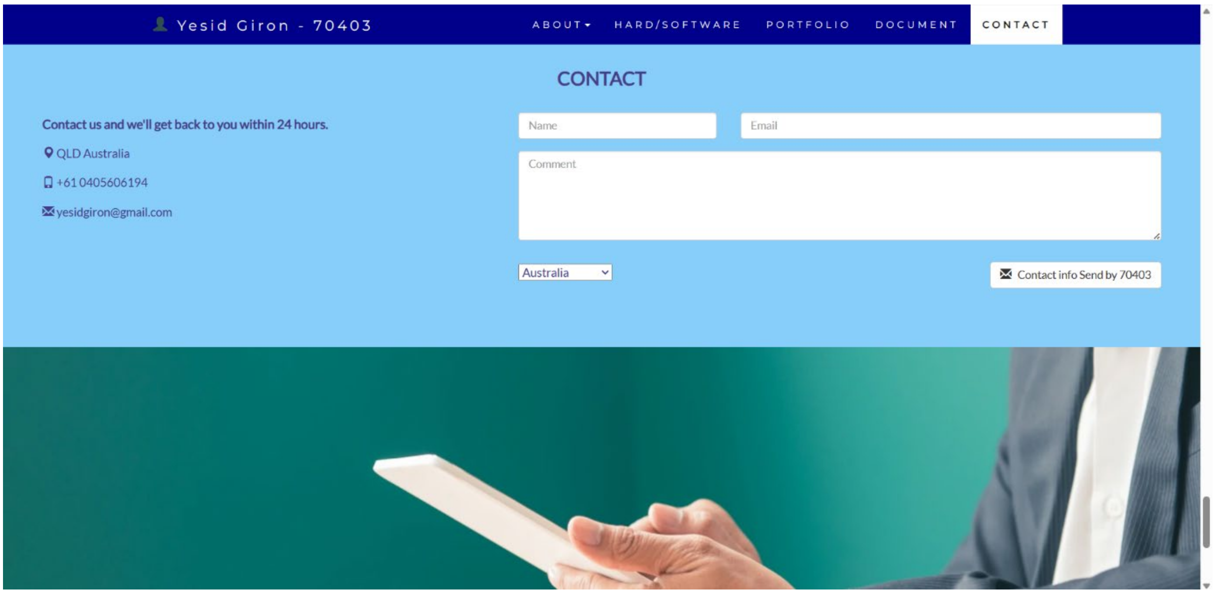

After your input, it will be recorded at:

You could be accessed by: https://docs.google.com/spreadsheets/d/13rUo-v00_Kwzog52Qvf1s5pXfYIoyd1M-XWGWkODEpg/edit#gid=449557844

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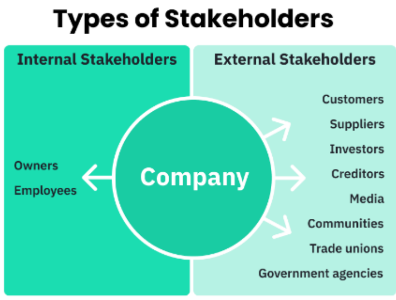
T. +61 2 9283 4388 | **E.** info@wic.nsw.edu.au Lower Ground, 101 Sussex St.,
Sydney NSW 2000 Australia | www.wic.nsw.edu.au
ABN: 19 080 559 600 | **CRICOS CODE:** 01856K | **RTO:** 90501

Task 2: Identify stakeholders

Identify stakeholders related in D&K Books system

All the staffs (the business owner, the relevant manager, the local workers and the remote workers) are stakeholders



TASK 3: DEVELOP SUPPORT PROCEDURES

1. Describe one positive and one negative experience you have had when seeking assistance from a telecommunication company, an ISP or a computer supplier. Your experience may be via telephone, email or even voice recognition.

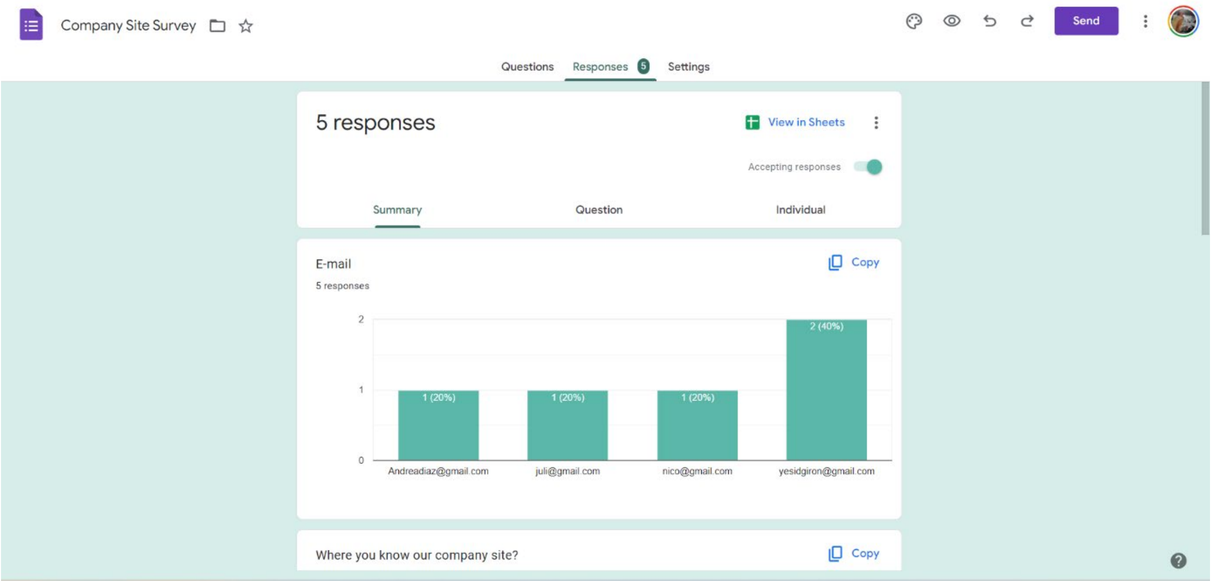
Type	Positive	Negative
Telephone	Easy to get answer	Document provide
Email	Document, Picture, words or any media	Have to wait
Go to company	Face to face get answer	Cost time and money on trip
???		

2. Using the experiences described above please answer the following questions.

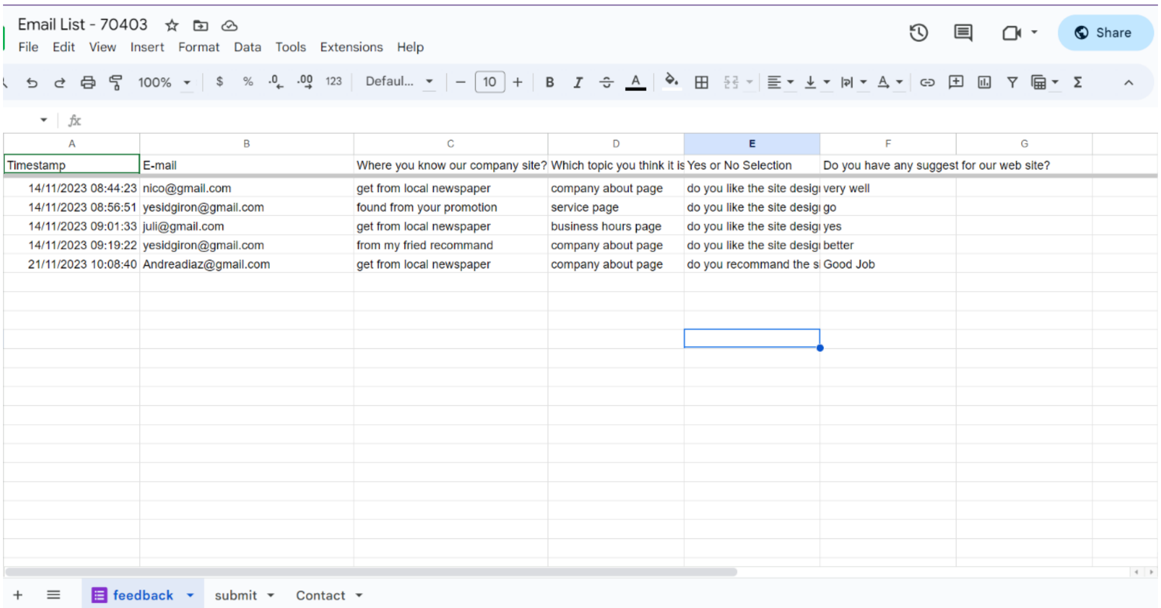
   a. What support aspects were professional and/or unprofessional?
   b. How long did the support process take?
   c. Were the steps logical?
   d. Did they solve your problem?
   e. Was the call deflected to another area?

Items	professional	unprofessional
What support aspects	Friendly, Listening	Not what know your customer
How long	Very quick	Waiting and waiting
Steps logical	Yes	No
Solve	Good	Can not
Another area	If has, need solve	If has, do not care

Using feedback form or Google survey form.



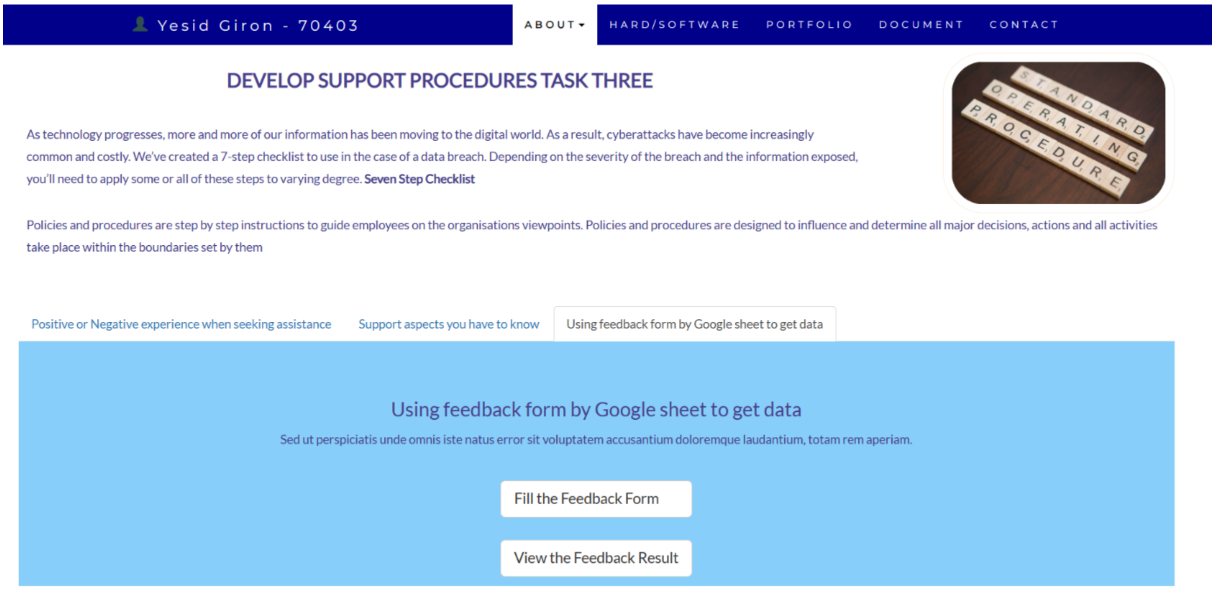
After I tested my friends, I could get nice response like:



Timestamp	E-mail	Where you know our company site?	Which topic you think it is	Yes or No Selection	Do you have any suggest for our web site?
14/11/2023 08:44:23	nico@gmail.com	get from local newspaper	company about page	do you like the site desig	very well
14/11/2023 08:56:51	yesidgiron@gmail.com	found from your promotion	service page	do you like the site desig	go
14/11/2023 09:01:33	juli@gmail.com	get from local newspaper	business hours page	do you like the site desig	yes
14/11/2023 09:19:22	yesidgiron@gmail.com	from my fried recommand	company about page	do you like the site desig	better
21/11/2023 10:08:40	Andreadiaz@gmail.com	get from local newspaper	company about page	do you recommand the s	Good Job

Or using link string:
https://docs.google.com/spreadsheets/d/1RkKP85LWBPOkH9_pQ9qBV_f1bahw71PL6uV96ER-E8M/edit#gid=113539207

Please review my website: https://gironyess.tech/#taskthree



Task 4: Assign Support Personnel

Classify the following into soft skills and technical skills. Your answer should take the form of a table shown below.

Skill	Soft skill	Technical skill
A knowledge of Linux	✓	
The ability to work under pressure	✓	
The administration of Windows 2008 Server		✓
The ability to formulate network and IT policies		✓
The ability to write network documentation		✓
The ability to give presentations	✓	

Task 5: Short Answer Questions

1. Explain the relationship between data, information and knowledge.

The relationship between data, information, and knowledge is often represented as a pyramid structure, known as the knowledge hierarchy. The hierarchy positions data at the bottom, information in the middle, and knowledge at the top. Information provides expertise about facts or persons. The cycle from data to knowledge and back to data is known as the data-information-knowledge cycle. Information is the processed data that provides expertise about facts or persons.

2. What is quantitative data and how can you use it.

Quantitative data comprises of measurable and numerical data utilized to evaluate problems or correlations in a population. Quantitative data comprises of measurable and numerical data utilized to evaluate problems or correlations in a population. Discrete data counts the number of items, while continuous data measures a value within a range.

3. What is qualitative data and how can you use it.

Qualitative data refers to non-numerical data, including words, images, and observations, that is collected and analysed to gain a comprehensive understanding of complex phenomena, such as human behaviour, attitudes, and beliefs. It is possible to organise qualitative data based on physical traits, gender, colours, or any other non-numerical factors.

4. Give an example of how quantitative and qualitative data can be used in conjunction with each other

How Qualitative and Quantitative Data Differ

	Qualitative	Quantitative
Collected to answer research questions	✓	✓
Statistical and numerical	✗	✓
Can determine correlation or a cause-effect relationship	✗	✓
Easy to collect en masse	✗	✓
Used to come up with a hypothesis	✓	✗
Best for understanding customer opinion nuances	✓	✗

The study of patients' experiences with the drug could be enriched by analysing qualitative data that identifies their satisfaction levels with the treatment, side effects, and any other factors that may have affected their response.

By combining both types of data, researchers can gain a more nuanced understanding of the drug's effectiveness and the patients' experiences.

5. What sort of methods could you use to determine client requirements for a website design and key information sources?

To determine client requirements for a website design, there are several methods that can be used.

Some key information sources that can be used to determine client requirements include conducting market and customer research, creating a website design client checklist, and using qualitative and quantitative user research methods to understand customer problems.

6. Give some examples of client requirements for a website design

A website requirements document is a detailed specification that outlines the project's purpose, goals, objectives, functions, budget, deadlines, and technical constraints.

Ensure that you ask your client to identify their top five mandatory requirements for the site, as well as five nice-to-have features that are not required. This approach will help you gain a better understanding of what your client considers essential. Consider developing a website design client checklist that includes the aforementioned client requirements.

Task 6: Multiple Choice Questions

1) Generally, how many points should a rating scale have?
   a) Five
   b) Four
   c) Ten
   d) Somewhere from 4 to 11 points

The number of rating scale points can vary based on the survey's context and purpose. During a formal review, the rating scale is utilized, and The reviewer must assign a rating out of 5 to each employee, with 3 being the neutral point.

2) What is the problem(s) with this set of response categories to the question "What is your current age?"

- 1-5
- 5-10
- 10-20
- 20-30
- 30-40

a) The categories are not mutually exclusive
b) The categories are not exhaustive
c) Both a and b are problems
d) There is no problem with the above set of response categories

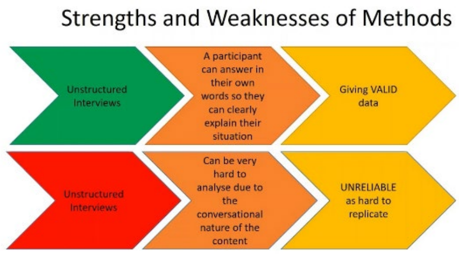
- The categories are not mutually exclusive, which means that some respondents may belong to more than one category. For sample respondents who are 5 years old could choose between 1-5 or 5-10. This can give rise to confusion and uncertainty in the data. This can lead to confusion and ambiguity in the data.

- The categories are non-exhaustive, which means that some respondents may not belong to any category. For example, someone aged 41 has no option to select. This may result in missing or inaccurate data.

3) You should mix methods in a way that provides complementary strengths and no overlapping weaknesses. This is known as the fundamental principle of mixed research.

a) True
b) False

The fundamental principle of mixed research is to combine qualitative and quantitative research methods in a way that results in an overall design with multiple and complementary strengths that do not overlap. This is important because it provides the researcher with a rationale for mixing qualitative and quantitative research approaches, and can enhance the validity, generalisability, contextualisation and credibility of the research findings.



4) According to the text, questionnaires can address events and characteristics taking place when?

a) In the past (retrospective questions)
b) In the present (current time questions)
c) In the future (prospective questions)
d) All of the above

Survey questionnaires can address events and characteristics that take place in the past, present or future, depending on the research objectives and the type of questions asked. Retrospective questions ask respondents to recall their past experiences, behaviours or opinions. For example, a questionnaire may ask the person how often they have exercised in the last month or what they thought of a product they bought in the past.

5) Which of the following are principles of questionnaire construction?

a) Consider using multiple methods when measuring abstract constructs.
b) Use multiple items to measure abstract constructs.
c) Avoid double-barrelled questions.
d) All of the above.
e) Only b and c.

When measuring abstract constructs, consider using multiple methods: Concepts that are not directly observable or measurable, such as attitudes, beliefs or satisfaction, are abstract concepts. The use of multiple methods, such as self-assessment reports, behavioural observations or physiological measures, can provide a more complete and accurate assessment of these constructs.

6) Which of these is not a method of data collection?

a) Questionnaires
b) Interviews
c) Experiments
d) Observations

The appropriate option is none of the above. They are all valid data collection methods that can be used for different purposes and types of data.

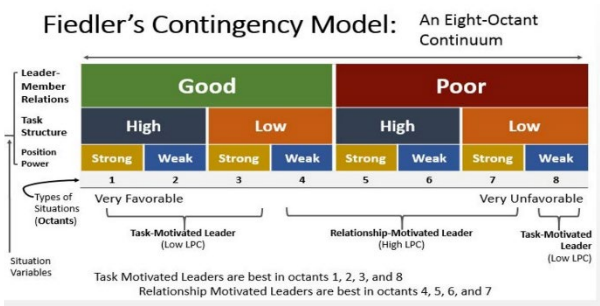
7) Secondary/existing data may include which of the following?

a) Official documents
b) Personal documents
c) Archived research data
d) All of the above

The correct option is All of the above. Secondary data refers to data that has already been collected by someone else for a different purpose. It can be found in a variety of sources, such as official documents, personal documents, archived research data and many others. Data obtained from secondary sources can be useful for researchers, as they are relatively easy to find and use, but they also have some disadvantages, such as lack of relevance, accuracy or timeliness.

8) An item that directs participants to different follow-up questions depending on their response is called a ____________.

a) Response set
b) Probe
c) Semantic differential
d) Contingency question



The correct answer is d) Contingency question. Contingency questions are useful to avoid irrelevant or confusing questions for some respondents, and to obtain more specific information from others.

9) Which of the following terms best describes data that were originally collected at an earlier time by a different person for a different purpose?

a) Primary data
b) Secondary data
c) Experimental data
d) Field notes

The correct answer is b) secondary data. Secondary data is data that someone else has already collected for another purpose. Secondary data can be useful to researchers because it is relatively easy to find and use. However, it also has some disadvantages, such as a lack of relevance, accuracy or timeliness.

10) Researchers use both open-ended and closed-ended questions to collect data. Which of the following statements is true?

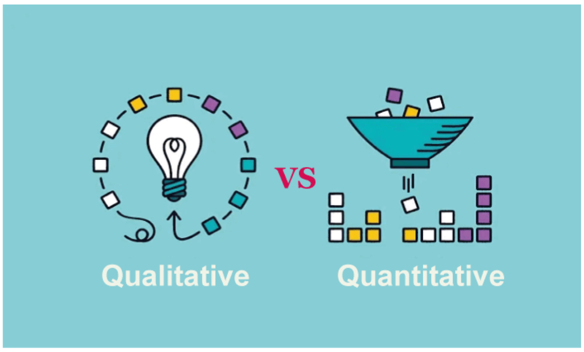
a) Open-ended questions directly provide quantitative data based on the researcher's predetermined response categories
b) Closed-ended questions provide quantitative data in the participant's own words
c) Open-ended questions provide qualitative data in the participant's own words
d) Closed-ended questions directly provide qualitative data in the participants' own words

The correct answer is c). Open-ended questions provide qualitative data in the participant's own words. Open-ended questions are questions that allow for detailed and explanatory answers, while closed-ended questions are questions that allow the participant to choose between several pre-written answers.

11) Open-ended questions provide primarily ______ data.

a) Confirmatory data
b) Qualitative data
c) Predictive data
d) None of the above

The correct answer is b) quality data. Qualitative data is data that describes the characteristics, meanings, or experiences of a phenomenon that cannot be easily quantified or measured.



12) Which of the following is true concerning observation?

a) It takes less time than self-report approaches
b) It costs less money than self-report approaches
c) It is often not possible to determine exactly why the people behave as they do
d) All of the above

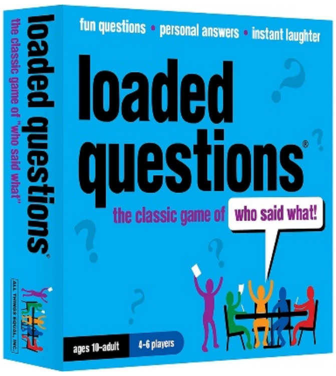
The answer is often unclear as to why individuals behave in certain ways. Limitations of observation as a data collection method exist due to its inability to capture the internal thoughts, feelings and motivations of participants. Rather, observation provides only a detailed view on their visible actions. Although, it can provide thorough insight into what individuals do, it falls short of revealing why they do it.

13) Qualitative observation is usually done for exploratory purposes; it is also called ___________ observation.

a) Structured
b) Naturalistic
c) Complete
d) Probed

This is a form of qualitative observation where the researcher observes the behaviour of individuals or groups within their natural setting without intervention or manipulation. Naturalistic observation is typically used for exploratory purposes and offers rich, detailed insight into complex and subjective phenomena.

14) When constructing a questionnaire, it is important to do each of the following except ______.



a) Use "leading" or "loaded" questions
b) Use natural language
c) Understand your research participants
d) Pilot your test questionnaire

The appropriate response is a) Employ "leading" or "loaded" questions. These should be avoided when designing a questionnaire. They can introduce bias and influence respondents' answers. Leading or loaded questions suggest an answer that is desired, imply an assumption, or appeal to the emotions of the respondents.

15) Another name for a Likert Scale is a(n):

a) Interview protocol
b) Event sampling
c) Summated rating scale
d) Ranking

A Likert scale is a type of rating scale that is utilised to gauge attitudes, opinions or behaviours. The scale is composed of a statement or question, which is followed by a succession of five or seven answer statements. Participants select the statement that best corresponds with their response to the question or statement.

16) Which of the following is not one of the six major methods of data collection that are used by educational researchers?

a) Observation
b) Interviews
c) Questionnaires
d) Checklists

The answer is d) Checklists. Educational researchers do not consider checklists as one of the six primary data collection methods. Checklists are not a data collection method but rather a tool that can be implemented in methods such as observation or interviews.

17) The type of interview in which the specific topics are decided in advance but the sequence and wording can be modified during the interview is called:

a) The interview guide approach
b) The informal conversational interview
c) A closed quantitative interview
d) The standardized open-ended interview

The answer is: a). This is a form of semi-structured interview in which the interviewer has a list of topics or themes to cover, but is free to change the order and wording of the questions as the interview progresses. The interview guide approach provides versatility and flexibility while ensuring that relevant topics are covered.

18) Which one of the following in not a major method of data collection:

a. Questionnaires
b. Interviews
c. Secondary data
d. Focus groups
e. All of the above are methods of data collection

Secondary data is not a means of data collection, rather a source of data acquired by a third party for a different purpose. It can be obtained from diverse sources like books, journals, reports, websites or databases. Secondary data is advantageous in providing contextual information, reinforcing or contesting existing findings, or supplementing primary data.

19) A question during an interview such as "Why do you feel that way?" is known as a:

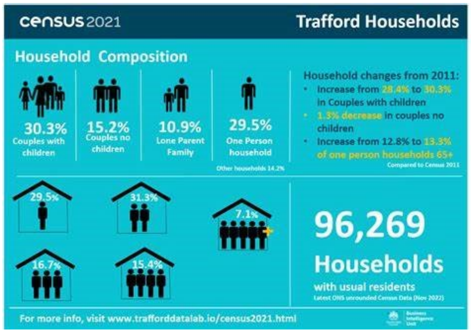
a) Probe
b) Filter question
c) Response
d) Pilot

The answer is c). Open-ended questions collect qualitative data in the participant's own words. Closed questions, on the other hand, offer pre-written answers for the participant to choose from.

20) A census taker often collects data through which of the following?

a) Standardized tests
b) Interviews
c) Secondary data
d) Observations

The answer is "b) Interviews." This method is one of the ways that census takers collect data from households, either in-person or over the phone. Interviews enable census takers to ask uniform questions and accurately and efficiently record the responses.



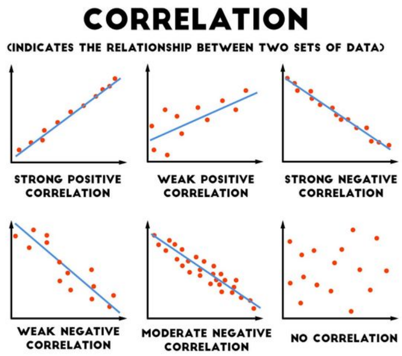
21) The researcher has secretly placed him or herself (as a member) in the group that is being studied. This researcher may be which of the following?

a) A complete participant
b) An observer-as-participant
c) A participant-as-observer
d) None of the above

The answer is: A complete participant. This refers to a form of participant observation where the observer fully engages in the group's actions and interactions without disclosing their true identity or research intention. The full participant endeavours to assimilate with the group and attain an "insider" status to acquire a profound comprehension of the group's culture, norms, and conduct.

22) Which of the following is not a major method of data collection?

a) Questionnaires
b) Focus groups
c) Correlational method
d) Secondary data



The answer is c) Correlational method. This is a method of data analysis rather than data collection. A correlational method is a type of quantitative research that examines the relationship between two or more variables. Correlational techniques employ various data collection methods, including questionnaires, tests, and secondary data.

23) Which type of interview allows the questions to emerge from the immediate context or course of things?

a) Interview guide approach
b) Informal conversational interview
c) Closed quantitative interview
d) Standardized open-ended interview

The answer is b) Informal conversational interview. This type of interview is unstructured, with the interviewer not having any predetermined questions or topics. Instead, they follow the lead of the participant and ask spontaneous questions based on their responses. Informal conversational interviews enable questions to emerge from the immediate context or course of events, as they are adaptable and flexible to the situation and the participant.

24) When conducting an interview, asking "Anything else?, What do you mean?, Why do you feel that way?," etc, are all forms of:

a) Contingency questions
b) Probes
c) Protocols
d) Response categories

The correct answer is b) Probes. These are interview questions that seek to elicit additional information, clarification or explanation from the interviewee. Probes are typically used as follow-up questions to explore the reasons, examples, or details behind the initial answer.

25) When constructing a questionnaire, there are 15 principles to which you should adhere. Which of the following is not one of those principles?

a) Do not use "leading" or "loaded" questions
b) Avoid double-barrelled questions
c) Avoid double negatives

d) Avoid using multiple items to measure a single construct

The answer to consider is d) It is suggested to abstain from using multiple items to measure a single construct. This practice is not among the principles of questionnaire design but a common one in certain survey types, such as Likert scales or semantic differential scales. However, multiple items are useful for assessing a single construct that is complex, abstract or multidimensional when one item alone is inadequate or unreliable in capturing its meaning.

26) A customer-based Service Level Agreement structure includes:

a) An SLA covering all Customer groups and all the services they use
b) SLAs for each service that are Customer-focused and written in business language
c) An SLA for each service type, covering all those Customer groups that use that Service
d) An SLA with each individual Customer group, covering all of the services they use

The answer is d) A service-level agreement (SLA) with every customer group, encompassing all the services they utilise. This is one of the three fundamental forms of service level agreements, along with service-based SLAs and multi-level SLAs. A customer-specific SLA is a pact with a solitary customer, incorporating all the services availed by them.

T. +61 2 9283 4388 | **E.** info@wic.nsw.edu.au Lower Ground, 101 Sussex St.,
Sydney NSW 2000 Australia | www.wic.nsw.edu.au
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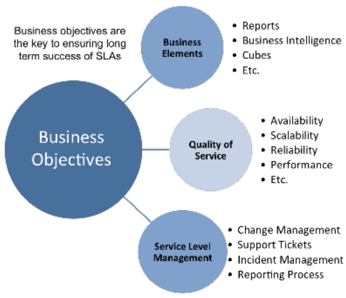
27) Which of the following best describes the goal of Service Level Management?

a) **To maintain and improve IT service quality in line with business requirements**
b) To provide IT services at the lowest possible cost by agreeing with Customers their minimum requirements for service availability and ensuring performance does not exceed these targets
c) To provide the highest possible level of service to Customers and continuously improve on this through ensuring all services operate at maximum availability
d) To ensure that IT delivers the same standard of service at the least cost



The correct answer is a) To maintain and improve IT service quality in line with business requirements. This is the goal of Service Level Management (SLM), according to various sources. SLM also includes measuring and reporting on service quality, comparing actual performance with pre-defined expectations, and producing meaningful reports.

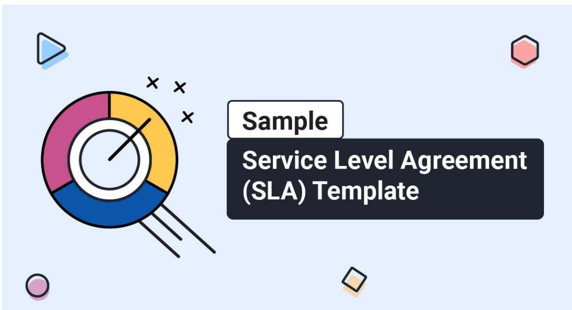
28) The process to implement SLAs comprises of the following activities in sequence:

a) Draft SLAs, catalogue services, review underpinning contracts and OLAs, draft SLRs, negotiate, agree SLAs
b) Draft SLAs, review underpinning contracts and OLAs, negotiate, catalogue services,
c) Review underpinning contracts and OLAs, draft SLAs, catalogue services, negotiate, agree SLAs
d) **Catalogue services, establish SLRs, review underpinning contracts and OLAs, negotiate service levels, agree SLAs**

The answer is d) to catalogue services, set up SLRs, examine underpinning contracts and OLAs, negotiate service levels and agree on SLAs. This is the procedure for executing SLAs, as reported from several sources.

29) Which of the following is an example of a service level agreement (SLA) between information systems support unit and a research unit in the laboratories of a large company?

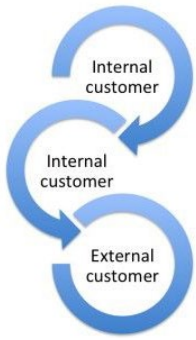
a) The maximum response time to get the system operational should it fail.
b) The minimum ‘up-time’.
c) The types of information that will be provided as standard.
d) **All of the above.**



A service level agreement (SLA) is a documented agreement between a service provider and a customer that identifies both the services required and the expected level of service. It outlines performance expectations, availability requirements, key processes, and remedies for any violations. SLAs can include the maximum response time to get the system operational should it fail, the minimum 'up-time', and the types of information that will be provided as standard.

30) Some organisations bring a degree of formality to the internal customer concept by encouraging (or requiring) different parts of the operation to agree on:

a) Internal service agreements
b) Service level agreements
c) Formal provision agreements
d) Delivery agreements



The formality of the internal customer concept can be elevated by requiring different operational segments to establish internal service agreements. These agreements are official understandings between organisational departments that distinctly specify the services that one department provides to another.