**INFO504 Assessment 3: Presentation**

**Weighting**: 30%

**Option 2:** Scenario

**Due Date:** TBA (Check the timetable dates on Moodle)

**Pair Work:** Optional - only upload one copy to Moodle

**Online Option:** This assessment can be pre-recorded and uploaded to Moodle or presented online via Zoom. Pre-recordings of the presentation can be done through Zoom and then uploaded to Moodle. Please inform me prior to assessment day if you wish to pre-record and submit the file to Moodle.

**Marking:** This assessment will be marked within 3 weeks or 15 working days of submission.

**Video recording:** Note this assessment will be recorded for assessment and moderation purposes only.

**Module learning Outcomes:**

* Demonstrate an understanding of the principles of service management frameworks and professional practice.
* Follow standard procedures when providing IT services and focus on the delivery of best services to end user
* Identify human behaviour that affects IT security and evaluate mitigation techniques and policies

**Specific Learning Outcomes:**

* Analyse and gather information on IT business operations and processes, which focus on the delivery of best services to end user.
* Research and create ways that ITIL, ITSM tools and IT security can work together to a support IT service management, the business and its stakeholders.
* Present your findings and methods back to the class as a presentation within 10-12 minutes.

**Task:**

In a 10-minute presentation, outline how the following three disciplines can work together to support a business and its stakeholders.

* ITIL
* ITSM tools
* Information security management

**Scenario:**

Sometimes it helps to have a scenario to base the information and ideas around. There are two options for this:

1. You can use the scenario I give you below or,
2. You can make up or use your own scenario

You will not be marked on the scenario, but it will help to set a scene for the audience and help give meaning to the information and ideas you present.

**Scenario option 1:**

***This is a start – you could add more to it.***

The Waikato Institute of Technology, also known as Wintec, is one of New Zealand's leading institute of technology based in Hamilton. Approximately 20,000 students from 52 countries study at Wintec each year, and the organisation employs around 840 staff. The institute currently provides 10 degree programmes, 35 diplomas and 12 postgraduate qualifications.

The institute has three main campuses in Hamilton itself: the main city site, Rotokauri (formerly Avalon) in north Hamilton, and the Hamilton Gardens horticultural campus. The institute also uses three additional campuses in the Waikato region.

Wintec ITS support these staff and students with their IT services such as: Moodle, Wintec website, SharePoint, and PC and network access on campus and a host of other important applications and support.

From: <https://en.wikipedia.org/wiki/Waikato_Institute_of_Technology>

You are a service desk agent and customer champion for Wintec ITS. You need to present to the Team Manager and colleagues the practices, methods, technology and policies that Wintec ITS use to secure its information and operate its IT services. Specifically, IT service management and information security are of interest. You do not need to cover all areas, just:

* ITIL practices
* The ITSM tool used
* Information security management

It is important to take a holistic approach to this and show in your presentation how these three areas can work together to add value and to support the business and its main stakeholders, namely the students and staff.

|  |  |  |  |
| --- | --- | --- | --- |
| **Content Marking Rubric 70 Marks** | | | |
| **Category** | **80-100%** | **Between 50 -70%** | **Between 0 – 40%** |
| **Overall content**  **ITIL Practices**  **ITSM Tool**  **Information Security Management (ISM)**  (30 Marks) | 2 ITIL practices have been outlined and specifically related to the ITSM tool’s features and functions.  Analysis of the ITSM tool is clearly depicted. The tools functions and features are presented skilfully and visibly.  Information security management is deeply considered, including but not limited to such aspects as mitigation techniques, threats, policies and the protection of information. | 2 ITIL practices have been outlined and specifically related to the ITSM features and functions. Analysis of the ITSM tool is depicted. The ITSM tool’s functions and features are presented and thorough.  Information security is considered, including but not limited to such aspects as mitigation techniques, threats, policies and the protection of information. | ITIL practices may have been stated but not related to the features or functions very clearly or at all.  Some or little analysis of the ITSM tool has been conducted. Information security is mentioned, but some or all the information presented is vague or not apparent. |
| **Content inter-links / holistic**  (20 Marks) | The interconnections made between the three main content areas are clear and concise. Diagrams and other images have been effectively used to support these connections. | The interconnections made between the three main content areas are apparent. Diagrams and other images have been used to support these connections. Either lacks in the number of interconnections made or some information is indistinct. | The interconnections made between the three main content areas are mostly clear and concise. Some areas are lacking. Diagrams and other images have been used to support these connections. |
| **Links to value for business and stakeholders**  (20 marks) | The presentation effectively depicts how these interconnections service the business and its stakeholders. The IT provider and the end user / customer are clearly represented here as the main stakeholders. | The presentation depicts how these interconnections service the business and its stakeholders. Some details are missing. The IT provider and the end user / customer are represented here as the stakeholders. | Vaguely depicts how these interconnections service the business and its stakeholders. |

Some examples of what could be depicted:

The student shows how the ITSM tool could implement the ITIL practice and thus support an information security incident.

The student shows how typical day to day incidents are resolved and how the ITSM tool supports this practice.

The student shows how the ITSM tool can link incidents to a common problem.

|  |  |  |  |
| --- | --- | --- | --- |
| **Presentation and Structure 30 Marks** | | | |
| **Category** | **80-100%** | **Between 50 -70%** | **Between 0 – 40%** |
| **Introduction and Conclusion**  (5 Marks) | Clearly introduces the organisation (brief description) and the key points or content to be addressed. Positively engages the listener. | Introduces the organisation (brief description) and the key points or content to be addressed. | Organisation is named with lacking or no description. Key points of presentation are vague or not announced at all.  No Introduction equals zero marks. |
| **Multimedia / Design** (text, graphics, video, animation, images).  (5 Marks) | Presentation is attractive and appealing to the viewers.  A consistent design has been used with effective balance, layout and colour scheme. Images are meaningful, clear and relevant to the topic being discussed. | Design and layout of the presentation is appropriate for the audience. Some slides may have too much text on them. Some minor discrepancies, overall however the multimedia and design will be acceptable. Some images are used and are clearly seen and relevant. | Multimedia is absent, or if used, detracts from the presentation. Discrepancies are apparent. Poor layout and design. |
| **Professionalism**  (10 Marks) | Appropriate language and gesture are used for target audience. Grammar and spelling are correct. Appropriate conduct. Well prepared. Referencing is correct with no errors.  In between 10 - 12 minutes. | Appropriate language and gesture. Referencing includes errors.  Some grammatical errors. Lacks some preparation. Referencing is correct with very few errors.  In between 10 - 12 minutes. | Language could be inappropriate. Grammar errors. Not prepared. Little or no referencing.  Overtime or too short. |
| **Speaking Skills**  (5 Marks) | Audience is addressed in an appropriate manner.  Exceptional confidence with material displayed through poise, clear articulation, eye contact and articulation. | Audience is addressed.  Mostly clear articulation with at least some confidence in material. | Monotone and inattentive. Audience is not engaged. Some unclear articulation. |
| **Sequence and Class Interaction**  5 Marks | The content slides follow a logical order. Presenter answers any questions from the audience informatively and appropriately.  Seamless delivery. | Content in slides follow a logical order.  Topics are presented in sequence. There may be some class interaction.  Some disjointed sections, overall it runs smoothly. | There is little or no structure to the slides or the presentation. Content is random or mixed. No classroom interaction.  Disjointed and problems with delivery. |

# **Marking Sheet**

# Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

**Option 2:** Scenario

|  |  |
| --- | --- |
| **Content (70 marks)** | |
| **Category** | **Marks** |
| **Overall content: ITIL Practices, ITSM Tool, Information Security**  2 ITIL practices related to ITSM tool’s features and functions.  ITSM tool clearly depicted functions / features  Information security is deeply considered | **/30** |
| **Content inter-links / holistic**  Interconnections between the 3 content areas are clear and concise.  Diagrams used to support interconnections | **/20** |
| **Links to value for business and stakeholders**  Depicts how these interconnections service the business and its stakeholders. | **/20** |
| **Presentation and Structure (30 marks)** | |
| **Category** | **Marks** |
| **Introduction and Conclusion**  Clearly introduces the organisation and key points. Positive engagement | **/5** |
| **Multimedia / Design** (text, graphics, sound, video, animation).  Consistent design, balance, meaningful and relevant images | **/5** |
| **Professionalism**  Appropriate language, conduct, grammar, dress, well prepared and referencing  Seamless delivery. In between 10-12 minutes | **/10** |
| **Speaking Skills**  Audience is addressed appropriately, confidence, eye contact and clear articulation | **/5** |
| **Sequence and Class Interaction**  logical order, questions engaged, | **/5** |
| **Total**  **Time:** | **/100** |
| **Comments:** | |