

# **Tutorial Letter 101/0/2024**

## **Service Operation Processes IRM4727**

### **Year Module**

### **School of Computing, Information Systems Department**

#### **IMPORTANT INFORMATION**

Please register on myUnisa, activate your myLife e-mail account and make sure that you have regular access to the myUnisa module website, IRM4727-24-Y.

Note: This is a fully online module. It is, therefore, only available on myUnisa.

BARCODE

# CONTENTS

|  | <i>Page</i> |
|--|-------------|
| <b>1 INTRODUCTION .....</b>  | <b>4</b>    |
| <b>2 MODULE OVERVIEW .....</b>   | <b>5</b>    |
| 2.1 Purpose .....  | 5           |
| 2.2 Outcomes .....   | 5           |
| <b>3 CURRICULUM TRANSFORMATION .....</b>                                 | <b>6</b>    |
| <b>4 LECTURER(S) AND CONTACT DETAILS.....</b>                            | <b>6</b>    |
| 4.1 Lecturer(s) .....  | 6           |
| 4.2 Department .....   | 6           |
| 4.3 University .....   | 6           |
| <b>5 RESOURCES .....</b>   | <b>6</b>    |
| 5.1 Prescribed book(s).....  | 6           |
| 5.2 Recommended book(s) .....  | 7           |
| <b>5.3 Electronic reserves (e-reserves) .....</b>                        | <b>7</b>    |
| <b>6 STUDENT SUPPORT SERVICES .....</b>                                  | <b>8</b>    |
| 6.1 First-Year Experience Programme .....                                | 9           |
| <b>7. STUDY PLAN .....</b>   | <b>10</b>   |
| <b>8 HOW TO STUDY ONLINE .....</b>                                       | <b>11</b>   |
| 8.1 What does it mean to study fully online? .....                       | 11          |
| <b>9. ASSESSMENT .....</b>   | <b>12</b>   |
| 9.1 Assessment criteria .....  | 12          |
| 9.2 Assessment plan .....  | 13          |
| 9.3 Assessment due dates .....   | 14          |
| 9.4 Submission of assessments .....                                      | 14          |
| 9.4.1 Types of assignments and descriptions .....                        | 15          |
| 9.5 The assessments.....   | 16          |
| 9.7 The examination .....  | 16          |
| 9.7.1 Invigilation/proctoring .....                                      | 16          |
| <b>10. ACADEMIC DISHONESTY .....</b>                                     | <b>17</b>   |
| 10.1 Plagiarism .....  | 17          |
| 10.2 Cheating .....  | 17          |
| 10.3 For more information about plagiarism, follow the link below: ..... | 17          |

|     |   |    |
|-----|---|----|
| 11. | STUDENTS LIVING WITH DISABILITIES ..... | 17 |
| 12. | IN CLOSING .....                        | 18 |

# 1 INTRODUCTION

Dear Student

Unisa is a comprehensive open distance e-learning (CODEL) higher education institution. The comprehensiveness of our curricula encapsulates a range of offerings, from strictly vocational to strictly academic certificates, diplomas and degrees. Unisa's "openness" and its distance eLearning character result in many students registering at Unisa who may not have had an opportunity to enrol in higher education. Our CODEL character implies that our programmes are carefully planned and structured to ensure success for students ranging from the under-prepared but with potential to the sufficiently prepared.

Teaching and learning in a CODEL context involve multiple modes of delivery ranging from blended learning to fully online. As a default position, all post graduate programmes are offered fully online with no printed study materials, while undergraduate programmes are offered in a blended mode of delivery where printed study materials are augmented with online teaching and learning via the learner management system – myUnisa. In some instances, undergraduate programmes are offered fully online as well.

Furthermore, our programmes are aligned with the vision, mission and values of the University. Unisa's commitment to serve humanity and shape futures combined with a clear appreciation of our location on the African continent, Unisa's graduates have distinctive graduate qualities which include:

- independent, resilient, responsible and caring citizens who are able to fulfil and serve in multiple roles in their immediate and future local, national and global communities
- having a critical understanding of their location on the African continent with its histories, challenges and potential in relation to globally diverse contexts
- the ability to critically analyse and evaluate the credibility and usefulness of information and data from multiple sources in a globalised world with its ever-increasing information and data flows and competing worldviews
- how to apply their discipline-specific knowledges competently, ethically and creatively to solve real-life problems
- an awareness of their own learning and developmental needs and future potential

This module is offered fully online only.

Whether a module is offered either as blended (meaning that we use a combination of printed and online material to engage with you) or online (all information is available via the internet), we use myUnisa as our virtual campus. This is an online system that is used to administer, document and deliver educational material to you and support engagement with you. Look out for information from your lecturer as well as other Unisa platforms to determine how to access the virtual myUnisa module site. Information on the tools that will be available to engage with the lecturer and fellow students to support your learning will also be communicated via various platforms.

You are encouraged to log into the module site on myUnisa regularly (that is, at least twice per week). Because this is a fully online module, you will need to use myUnisa to study and complete the learning activities for this module. Visit the website for IRM4727 on myUnisa frequently. The website for your module is IRM4727-24-Y.

We wish you every success with your studies!

## **2 MODULE OVERVIEW**

### **2.1 Purpose**

The purpose of the module is to develop student competencies for effectively and efficiently managing the delivery of Information Technology (IT) services to an organisation's internal and external customers through the application of contemporary, relevant and practical IT management approaches in the South African organisational context.

Students that complete this module will be able to evaluate alternative approaches to managing IT operations for determining optimal IT operations practices, analyse IT operations into its many activities, practices, processes, functions, roles, metrics and controls and their interrelationships, apply IT operations concepts, practices, processes and management approaches in an organisational context for the effective and efficient delivery of IT services, assess the implementation of IT operations in an organisation to expose potential deficiencies and develop corresponding solutions and explain the inputs to/outputs from the various IT operations activities, processes and practices.

This module is at NQF level 7 in the field of computer and information sciences and forms part of the Advanced Diploma in Information Resource Management (90007). These competencies contribute to the development of the computing field in Southern Africa, Africa, or globally. Access to a suitable computer with appropriate software and frequent internet connectivity is required.

### **2.2 Outcomes**

For this module, you will have to master several outcomes:

#### Learning outcome 1:

Evaluate alternative approaches to managing IT operations for optimal IT operations practices.

#### Learning outcome 2:

Analyse the IT operations activities, practices, processes, functions, roles, metrics and controls and their interrelationships.

#### Learning outcome 3:

Apply IT operations concepts, practices, processes and management approaches in an organisational context for the effective and efficient delivery of IT services.

#### Learning outcome 4:

Assess the implementation of IT operations in an organisation to expose potential deficiencies and develop corresponding solutions.

#### Learning outcome 5:

Explain the inputs to/outputs from the various IT operations activities, processes and practices.

### **3 CURRICULUM TRANSFORMATION**

Unisa has implemented a transformation charter, in terms of which the university has placed curriculum transformation high on the teaching and learning agenda. Curriculum transformation includes student-centred scholarship, the pedagogical renewal of teaching and assessment practices, the scholarship of teaching and learning, and the infusion of African epistemologies and philosophies. All of these will be phased in at both programme and module levels, and as a result of this you will notice a marked change in the teaching and learning strategy implemented by Unisa, together with the way in which the content is conceptualised in your modules. We encourage you to embrace these changes during your studies at Unisa in a responsive way within the framework of transformation.

### **4 LECTURER(S) AND CONTACT DETAILS**

#### **4.1 Lecturer(s)**

The primary lecturer for this module is: **Dr Grant Howard**

**Department:** School of Computing, Department of Information Systems

**Telephone:** 011 471 2273

**E-mail:** [howargr@unisa.ac.za](mailto:howargr@unisa.ac.za)

#### **4.2 Department**

You can contact the School of Computing as follows:

Telephone number: 011 670 9200

E-mail: [computing@unisa.ac.za](mailto:computing@unisa.ac.za)

#### **4.3 University**

Type here

Contact addresses of the various administrative departments appear on the Unisa website: <http://www.unisa.ac.za/sites/corporate/default/Contact-us/Student-enquiries>.

Please include the student number in all correspondence

### **5 RESOURCES**

#### **5.1 Prescribed book(s)**

**The first textbook:**

Agutter, C. (2020). ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition. IT Governance Publishing. <https://learning.oreilly.com/library/view/itil-4-essentials/9781787782204/> (**Freely available ONLINE from Unisa's e-library** – Safari Books Online (O'Reilly) database).

To find this **FREE** resource in the Unisa e-library go to:

<https://www.unisa.ac.za/sites/corporate/default/> --> Click the "Library" menu option --> In the middle of the page, in the block called "Find e-resources". Then in the "A-Z Databases" page that opens, click on the "O" letter and then select the "O'Reilly e-Books (Alternate Name(s): Safari Books Online)" link. On the next page displayed, where it says "Welcome! Get instant access through your library", click the link called "Institution not listed?". Then, just type in your myLife e-mail address (for example: 12345678@mylife.unisa.ac.za) in the text box called "Your academic email:" and click the button called "Let's Go". And click the button called "Got It" on the next screen. You should be in the O'Reilly site. Then, on the top right-hand side click the search "looking glass" icon and type "ITIL® 4 Essentials: Your essential guide for the ITIL 4 Foundation exam and beyond, second edition" and press enter. Click on that book's link and click the "Start Reading Now" button to start reading. Use the top left (PREV) and right (NEXT) hand side arrows to move through the book.

### **The second textbook:**

Kaiser, A. K. (2018). Reinventing ITIL® in the Age of DevOps: Innovative Techniques to Make Processes Agile and Relevant. Apress. <https://learning.oreilly.com/library/view/reinventing-itil-in/9781484239766/> (**Freely available ONLINE from Unisa's e-library** – Safari Books Online (O'Reilly) database).

To find this **FREE** resource in the Unisa e-library go to:

<https://www.unisa.ac.za/sites/corporate/default/> --> Click the "Library" menu option --> In the middle of the page, in the block called "Find e-resources". Then in the "A-Z Databases" page that opens, click on the "O" letter and then select the "O'Reilly e-Books (Alternate Name(s): Safari Books Online)" link. On the next page displayed, where it says "Welcome! Get instant access through your library", click the link called "Institution not listed?". Then, just type in your myLife e-mail address (for example: 12345678@mylife.unisa.ac.za) in the text box called "Your academic email:" and click the button called "Let's Go". And click the button called "Got It" on the next screen. You should be in the O'Reilly site. On the top right-hand side click the search "looking glass" icon and type "Reinventing ITIL® in the Age of DevOps: Innovative Techniques to Make Processes Agile and Relevant" and press enter. Then click on that book's link and click the "Start Reading Now" button to start reading. Use the top left (PREV) and right (NEXT) hand side arrows to move through the book.

## **5.2 Recommended book(s)**

There are no recommended books for this module.

## **5.3 Electronic reserves (e-reserves)**

There are no e-reserves for this module.

## 5.4 Library services and resources

The Unisa Library offers a range of information services and resources. The library has created numerous library guides, available at <http://libguides.unisa.ac.za>

### Recommended guides:

- For brief information on the library, go to <https://www.unisa.ac.za/library/libatglance>
- For more detailed library information, go to <http://www.unisa.ac.za/sites/corporate/default/Library>
- Frequently Asked Questions, visit <https://www.unisa.ac.za/sites/corporate/default/Library/Frequently-Asked-Questions>
- For research support and services such as the Personal Librarian service and the Information Search Librarian's Literature Search Request (on your research topic) service, visit <http://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Research-support>.
- For library training for undergraduate students, visit <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Training>
- Lending Services <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Lending-services>
- Services for Postgraduate students - <https://www.unisa.ac.za/sites/corporate/default/Library/Services-for-Postgraduates>
- Support and Services for students with disabilities - <https://www.unisa.ac.za/sites/corporate/default/Library/Services-for-students-with-special-needs>
- Library Technology Support - <https://libguides.unisa.ac.za/techsupport>
- Finding and using library resources and tools - [http://libguides.unisa.ac.za/Research\\_skills](http://libguides.unisa.ac.za/Research_skills)
- A–Z list of library databases – <https://libguides.unisa.ac.za/az.php>

### Important contact information:

- Technical problems encountered in accessing library online services: [Lib-help@unisa.ac.za](mailto:Lib-help@unisa.ac.za)
- General library-related queries: [Library-enquiries@unisa.ac.za](mailto:Library-enquiries@unisa.ac.za)
- Queries related to library fines and payments: [Library-fines@unisa.ac.za](mailto:Library-fines@unisa.ac.za)
- Interlibrary loan service for postgraduate students: [libr-ill@unisa.ac.za](mailto:libr-ill@unisa.ac.za)
- Literature Search Service: [Lib-search@unisa.ac.za](mailto:Lib-search@unisa.ac.za)
- Social media channels: Facebook: UnisaLibrary and Twitter: @UnisaLibrary

## 6 STUDENT SUPPORT SERVICES

The *Study @ Unisa* brochure is available on myUnisa: [www.unisa.ac.za/brochures/studies](http://www.unisa.ac.za/brochures/studies)

This brochure contains important information and guidelines for successful studies through Unisa.

If you need assistance with regard to the myModules system, you are welcome to use the following contact details:

- Toll-free landline: 0800 00 1870 (Select option 07 for myModules)
- E-mail: [mymodule22@unisa.ac.za](mailto:mymodule22@unisa.ac.za) or [myUnisaHelp@unisa.ac.za](mailto:myUnisaHelp@unisa.ac.za)



You can access and view short videos on topics such as how to view your calendar, how to access module content, how to view announcements for modules, how to submit assessment and how to participate in forum activities via the following link: <https://dtls-ga.unisa.ac.za/course/view.php?id=32130>

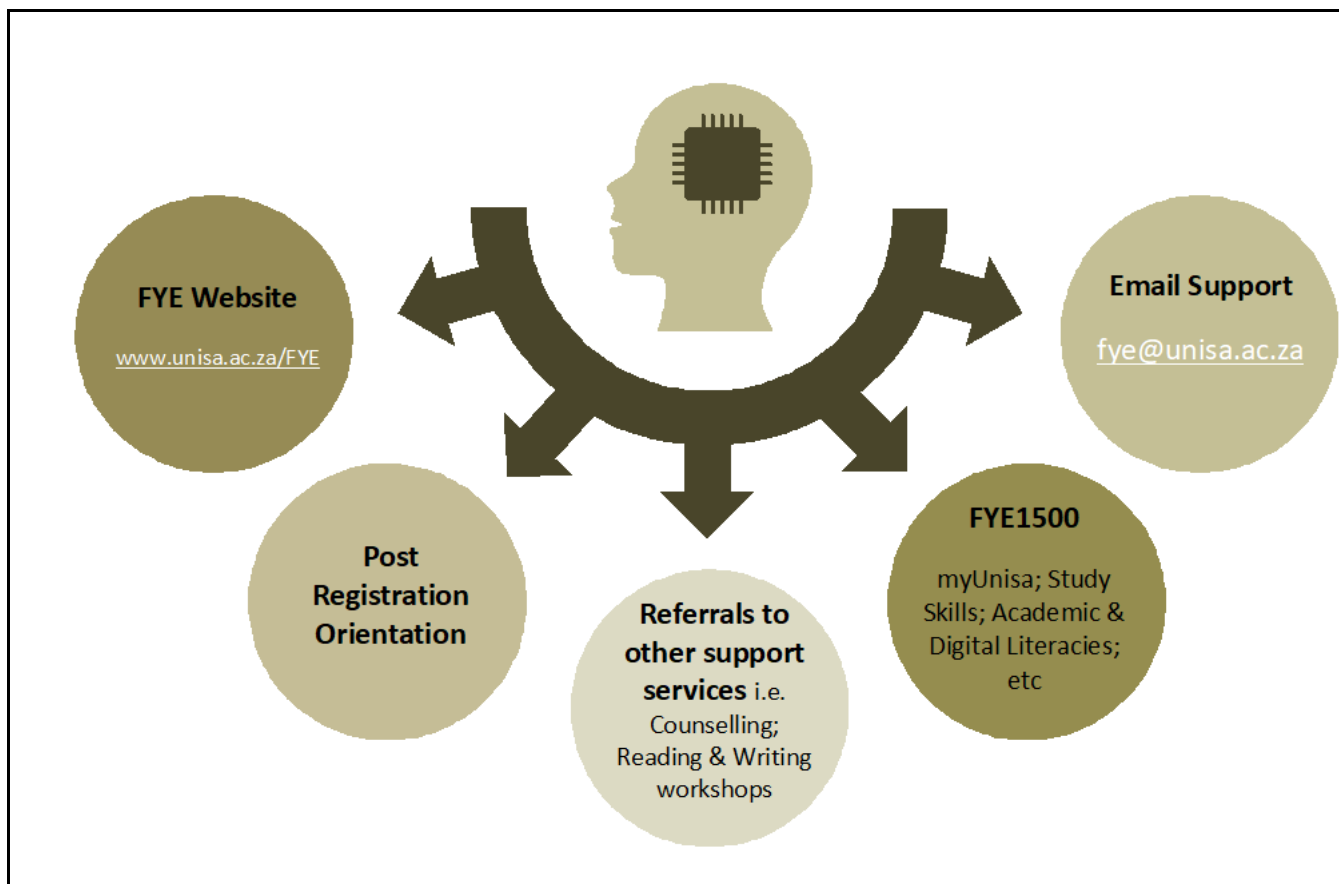
Registered Unisa students get a free myLife e-mail account. Important information, notices and updates are sent exclusively to this account. Please note that it can take up to 24 hours for your account to be activated after you have claimed it. Please do this immediately after registering at Unisa, by following this link: [myLifeHelp@unisa.ac.za](mailto:myLifeHelp@unisa.ac.za)

Your myLife account is the **only** e-mail account recognised by Unisa for official correspondence with the university and will remain the official primary e-mail address on record at Unisa. You remain responsible for the management of this e-mail account.

## 6.1 First-Year Experience Programme

Many students find the transition from school education to tertiary education stressful. This is also true in the case of students enrolling at Unisa for the first time. Unisa is a dedicated open distance and e-learning institution, and it is very different from face-to-face/contact institutions. It is a mega university, and all our programmes are offered through either blended learning or fully online learning. It is for this reason that we thought it necessary to offer first-time students additional/extended support to help them seamlessly navigate the Unisa teaching and learning journey with little difficulty and few barriers. We therefore offer a specialised student support programme to students enrolling at Unisa for the first time – this is Unisa's First-Year Experience (FYE) Programme, designed to provide you with prompt and helpful information about services that the institution offers and how you can access information. The following FYE services are currently offered:

- FYE website: All the guides and resources you need in order to navigate through your first year at Unisa can be accessed using the following link: [www.unisa.ac.za/FYE](http://www.unisa.ac.za/FYE)
- FYE e-mails: You will receive regular e-mails to help you stay focused and motivated.
- FYE broadcasts: You will receive e-mails with links to broadcasts on various topics related to your first-year studies (e.g. videos on how to submit assessments online).
- FYE mailbox: For assistance with queries related to your first year of study, send an e-mail to [fye@unisa.ac.za](mailto:fye@unisa.ac.za).



To ensure that you do not miss out on important academic and support communication from the SRU, please check your myLife inbox regularly.

## 7. STUDY PLAN

| <u>Activity</u>  | <u>% of Year Mark (YM)</u> | <u>Activity completion date</u> | <u>Notional hours (120)</u> |
|--|----------------------------|---------------------------------|-----------------------------|
| Study the <b>first textbook</b> – all chapters – (Agutter, 2020).                                    | -                          | Fri 15 March 2024               | Approx. 10                  |
| Study the <b>second textbook</b> – all chapters – (Kaiser, 2018).                                    | -                          | Thu 28 March 2024               | Approx. 10                  |
| Study the Learning Unit Module Overview and <b>Learning Unit 01</b> and complete activities 1.1-1.3. | -                          | Fri 05 April 2024               | Approx. 5                   |
| Study <b>Learning Unit 02</b> and complete activities 2.1-2.3.                                       | -                          | Fri 12 April 2024               | Approx. 5                   |
| Study <b>Learning Unit 03</b> and complete activities 3.1-3.3.                                       | -                          | Fri 19 April 2024               | Approx. 5                   |

| <u>Activity</u>  | <u>% of Year Mark (YM)</u> | <u>Activity completion date</u>               | <u>Notional hours (120)</u> |
|--|----------------------------|---|-----------------------------|
| Study <b>Learning Unit 04</b> and complete activities 4.1-4.3. | -                          | Fri 26 April 2024                             | Approx. 5                   |
| Submit <b>compulsory</b> Assignment/Assessment 01              | 25%                        | See the myUnisa landing page for this module. | Approx. 12.5                |
| Submit <b>compulsory</b> Assignment/Assessment 02              | 25%                        | See the myUnisa landing page for this module. | Approx. 12.5                |
| Submit <b>compulsory</b> Assignment/Assessment 03              | 25%                        | See the myUnisa landing page for this module. | Approx. 12.5                |
| Submit <b>compulsory</b> Assignment/Assessment 04              | 25%                        | See the myUnisa landing page for this module. | Approx. 12.5                |
| Revision and examination preparation                           | -                          | Thu 15 August 2024 until the exam.            | Approx. 30                  |

**NB:**

*Assignments received after the due dates will be returned unmarked*

*As an advanced student you are expected to plan, prepare and submit **well before the deadline dates** of the assignments to accommodate any unplanned myUnisa system problems, strikes, internet outages, PC/laptop/phone problems, load shedding, illnesses, work commitments, family commitments, social engagements, etc.*

*No extensions are provided.*

## 8 HOW TO STUDY ONLINE

### 8.1 What does it mean to study fully online?

Studying fully online modules differs completely from studying some of your other modules at Unisa.

- **All your study material and learning activities for online modules are designed to be delivered online on myUnisa.**
- **All your assignments must be submitted online.** This means that you will do all your activities and submit all your assignments on myUnisa. In other words, you may **NOT** post your assignments to Unisa using the South African Post Office.

**All communication between you and the University happens online.** Lecturers will communicate with you via e-mail and SMS, and use the **Announcements**, the **Discussion**

**Forums** and the **Questions and Answers** tools. You can also use all of these platforms to ask questions and contact your lecturers.

## 9. ASSESSMENT

### 9.1 Assessment criteria

| Specific outcomes and assessment criteria |  |  |
|---|--|--|
|   | Specific outcomes  | Assessment criteria  |
| 1   | Evaluate operating the Information Technology (IT) organisation as services.   | <ul style="list-style-type: none"> <li>• An appraisal of operating the IT organisation as services, with reference to business and organisational performance, value and competitiveness.</li> <li>• An articulation of the rationale and benefits of operating the IT organisation as services, in terms of external and internal business environments, pressures, requirements and stakeholders.</li> <li>• An assessment of the risks facing an IT organisation that is not operated as services, in relation to technology silos and the consequential business impacts.</li> </ul>   |
| 2   | Analyse IT service operations into its many activities, tasks, processes, functions, roles, metrics and controls and their interrelationships. | <ul style="list-style-type: none"> <li>• A composition demonstrating the key aspects of IT service operations, including processes, functions, roles and controls.</li> <li>• An analysis of the specialized IT service operation capabilities, skills and resources, which are necessary to provide the required services to the business.</li> <li>• An examination of the people, processes and technologies comprising IT service operations, and their configurations for efficient and effective services.</li> <li>• A specification of what capabilities, functions, processes, roles, metrics and controls are required for optimal IT service operations, including how they should be practically operationalised.</li> </ul>   |
| 3   | Apply all aspects of IT service operations to an organisation.   | <ul style="list-style-type: none"> <li>• An application of IT service operations to a selected organisation, with an emphasis on managing IT from a business perspective.</li> <li>• Solution options for a selected organisation's IT service operations issues, balancing competing factors such as change and status quo, IT and business perspectives, stability and responsiveness, quality and cost and being reactive or proactive.</li> <li>• A plan for optimising a selected organisation's IT service operations, by referring to the appropriate activities, processes, functions, roles and responsibilities and metrics that should be instituted.</li> <li>• A case study where the IT service operations are applied to an organisation to address the specific case study problems and objectives.</li> </ul> |

|   |  |   |
|---|--|---|
| 4 | Assess the IT service operations implementation in an organisation.  | <ul style="list-style-type: none"> <li>• An assessment of the implementation of IT service operations in a selected organisation, clarifying problems and offering convincing solutions.</li> <li>• A case study illustrating the benefits and disadvantages of the IT service operations implementation in a selected organisation, and ways to mitigate any disadvantages.</li> <li>• A critique of a selected organisation's IT service operations implementation, with substantiated proposals for improvements.</li> </ul>   |
| 5 | Explain the inputs to/outputs from the IT service operations stage from/to the other service lifecycle stages. | <ul style="list-style-type: none"> <li>• An explanation of the important and relevant inputs into the IT service operations stage from the other service lifecycle stages, with justifications for each input.</li> <li>• An articulation of the important and relevant outputs from the IT service operations stage to the other service lifecycle stages, with justifications for each output.</li> <li>• A case study demonstrating the characteristics, implementation and value of the inputs to/outputs from the IT service operations stage from/to the other service lifecycle stages.</li> </ul> |

## 9.2 Assessment plan

- To complete this module, you will be required to submit 4 assessments.
- All information about when and where to submit your assessments will be made available to you via the myModules site for your module.
- Due dates for assessments, as well as the actual assessments are available on the myModules site for this module.
- To gain admission to the examination, you will be required to submit 1 assignment.
- The total assignment weighting for the module is 20% towards the final module mark.
- The examination will count 80% towards the final module mark.
- You will receive examination information via the myModules sites. Please watch out for announcements on how examinations for the modules for which you are registered will be conducted.

Your Final Mark (**FM**) for this module is calculated as follows:

The marks that you obtain by submitting the assignments and writing the examination will contribute to your Final Mark (**FM**) for this module. This is in accordance with the approved Unisa Assessment Policy. For this module, the following formula is used to calculate your Final Mark (**FM**):

Final Mark (**FM**) = 80% of Examination Mark (**EM**) + 20% of Year Mark (**YM**).

Year Mark (**YM**) = (25% of Assignment 01) + (25% of Assignment 02) + (25% of Assignment 03) + (25% of Assignment 04).

It is vital that you complete all the assignments in order to gain the necessary skills to pass the examination.

Please note that all assessments (the assignments and the examination) are in English.

### 9.3 Assessment due dates

- There are no assignment **due dates** included in this tutorial letter.
- Assignment due dates will be made available to you on the myUnisa landing page for this module. We envisage that the due dates will be available to you upon registration.
- Please start working on your assessments as soon as you register for the module.
- Log on to the myUnisa site for this module to obtain more information on the due dates for the submission of the assessments.

### 9.4 Submission of assessments

- Unisa, as a comprehensive open distance e-learning institution (CODeL), is moving towards becoming an online institution. You will therefore see that all your study material, assessments and engagements with your lecturer and fellow students will take place online. We use myUnisa as our virtual campus.
- The myUnisa virtual campus will offer students access to the myModules site, where learning material will be available online and where assessments should be completed. This is an online system that is used to administer, document, and deliver educational material to students and support engagement between academics and students.
- The myUnisa platform can be accessed via <https://my.unisa.ac.za>. Click on the myModules 2024 button to access the online sites for the modules that you are registered for.
- The university undertakes to communicate clearly and as frequently as is necessary to ensure that you obtain the greatest benefit from the use of the myModules learning management system. Please access the announcements on your myModules site regularly, as this is where your lecturer will post important information to be shared with you.
- When you access your myModules site for the module/s you are registered for, you will see a welcome message posted by your lecturer. Below the welcome message you will see the assessment shells for the assessments that you need to complete. Some assessments may be multiple choice, some tests, others written assessments, some forum discussions, and so on. All assessments must be completed on the assessment shells available on the respective module platforms.
- To complete quiz assessments, please log on to the module site where you need to complete the assessment. Click on the relevant assessment shell (Assessment 1, Assessment 2, etc.). There will be a date on which the assessment will open for you.

When the assessment is open, access the quiz online and complete it within the time available to you. Quiz assessment questions are not included in this tutorial letter (Tutorial Letter 101) and are only made available online. You must therefore access the quiz online and complete it online where the quiz has been created.

- It is not advisable to use a cell phone to complete the quiz. Please use a desktop computer, tablet or laptop when completing the quiz. Students who use a cell phone find it difficult to navigate the **Online Assessment** tool on the small screen and often struggle to navigate between questions and successfully complete the quizzes. In addition, cell phones are more vulnerable to dropped internet connections than other devices. **If at all possible, please do not use a cell phone for this assessment type.**
- For written assessments, please note the due date by which the assessment must be submitted. Ensure that you follow the guidelines given by your lecturer to complete the assessment. Click on the submission button on the relevant assessment shell on myModules. You will then be able to upload your written assessment on the myModules site of the modules that you are registered for. Before you finalise the upload, double check that you have selected the correct file for upload. Remember, no marks can be allocated for incorrectly submitted assessments.

#### 9.4.1 Types of assignments and descriptions

All assignments are defined as either optional, mandatory, compulsory, or elective.

- **Elective assignments**
  - If not submitted, the student gets no mark for this item.
  - The best of the required submissions will count.
- **Mandatory assignments**
  - If not submitted, the student gets no mark for this item.
- **Compulsory assignments**
  - If not submitted, the result on the student's academic record will be *absent*.
- **Optional assignments** – You are encouraged as a student to do optional assignment so that it may benefit your learning.

#### I. Elective assignments

- a. the student is given a choice of which assignments within an identified group to submit, only the best result(-s), the number of which is specified in advance, will contribute towards the year mark.
- b. elective assignments must also be grouped into an elective group.
- c. for the student to select which assignment to submit, the elective assignments must be grouped together. For such an elective group, relevant information must be provided to the student, such as how many of the assignments must be submitted and how many of the assignment marks should be combined into the year mark.
- d. The selection criteria define how marks received for assignments in an elective group are to be combined into the year mark. Three different criteria may be used for calculating the year mark:
  - The best mark should be used, or
  - If the student submits fewer than the required number of assignments per group or no assignment in a group, a mark of 0% will be used.

- 0% is awarded to all non-submitted or unmarked assessments. A best mark is then calculated from all items.

## II. **Mandatory assignments**

- contribute to the year mark.
- If a student fails to submit a mandatory assignment, no mark is awarded and the year mark is calculated accordingly. The student will therefore forfeit the marks attached to this assignment when the final mark for the module is calculated.

## III. **Compulsory Assessment**

- when not submitted, the student will fail a Continuous Assessment module but will be shown as absent from the examination in the case of other modules.

## IV. **Optional assignments** – You are encouraged as a student to do optional assignment so that it may benefit your learning.

## 9.5 **The assessments**

As indicated in Section 9.2, you need to complete 4 assessments for this module.

**There are no assignments included in this tutorial letter.** Assignments will be made available to you on myModules for this module.

## 9.7 **The examination**

Examination information and details on the format of the examination will be made available to you online via the myUnisa site. Look out for information that will be shared with you by your lecturer and e-tutors (where relevant) and for communication from the university.

### 9.7.1 **Invigilation/proctoring**

Since 2020 Unisa conducts all its assessments online. Given stringent requirements from professional bodies and increased solicitations of Unisa's students by third parties to unlawfully assist them with the completion of assignments and examinations, the University is obliged to assure its assessment integrity through the utilisation of various proctoring tools: Turnitin, Moodle Proctoring, the Invigilator App and IRIS. These tools will authenticate the student's identity and flag suspicious behaviour to assure credibility of students' responses during assessments. The description below is for your benefit as you may encounter any or all of these in your registered modules:

**Turnitin** is a plagiarism software that facilitates checks for originality in students' submissions against internal and external sources. Turnitin assists in identifying academic fraud and ghost writing. Students are expected to submit **typed** responses for utilisation of the Turnitin software.

The **Moodle Proctoring tool** is a facial recognition software that authenticates students' identity during their Quiz assessments. This tool requires access to a student's **mobile or laptop camera**. Students must ensure their camera is activated in their browser settings prior to their assessments.

The **Invigilator "mobile application-based service** does verification" of the identity of an assessment participant. The Invigilator Mobile Application detects student dishonesty-by-proxy and ensures that the assessment participant is the registered student. This invigilation tool



requires students to download the app from their Play Store (Google, Huawei and Apple) on their **mobile devices** (camera enabled) prior to their assessment.

**IRIS Invigilation** software verifies the identity of a student during assessment and provides for both manual and automated facial verification. It has the ability to record and review a student's assessment session. It flags suspicious behaviour by the students for review by an academic administrator. IRIS software requires installation on students' **laptop devices** that are enabled with a webcam.

Students who are identified and flagged for suspicious dishonest behaviour arising from the invigilation and proctoring reports are referred to the disciplinary office for formal proceeding.

**Please note:**

Students must refer to their module assessment information on their myModule sites to determine which proctoring or invigilation tool will be utilised for their formative and summative assessments.

## **10. ACADEMIC DISHONESTY**

### **10.1 Plagiarism**

Plagiarism is the act of taking the words, ideas and thoughts of others and presenting them as your own. It is a form of theft. Plagiarism includes the following forms of academic dishonesty:

- Copying and pasting from any source without acknowledging the source.
- Not including references or deliberately inserting incorrect bibliographic information.
- Paraphrasing without acknowledging the original source of the information.

### **10.2 Cheating**

Cheating includes, but is not limited to, the following:

- Completing assessments on behalf of another student, copying the work of another student during an assessment, or allowing another student to copy your work.
- Using social media (e.g. WhatsApp, Telegram) or other platforms to disseminate assessment information.
- Submitting corrupt or irrelevant files, this forms part of examination guidelines
- Buying completed answers from so-called "tutors" or internet sites (contract cheating).

### **10.3** For more information about plagiarism, follow the link below:

<https://www.unisa.ac.za/sites/myunisa/default/Study-@-Unisa/Student-values-and-rules>

## **11. STUDENTS LIVING WITH DISABILITIES**

The Advocacy and Resource Centre for Students with Disabilities (ARCSWiD) provides an opportunity for staff to interact with first-time and returning students with disabilities.

If you are a student with a disability and would like additional support or need additional time for assessments, you are invited to contact the lecturer (see section 4.1) to discuss the assistance that you need.

## **12. IN CLOSING**

Do not hesitate to contact the lecturer if you are experiencing problems with the content of this tutorial letter or with any academic aspect of the module.

Wishing you a fascinating and satisfying journey through the learning material, and trust that you will complete the module successfully.

Enjoy the journey!

**Dr G. Howard – lecturer for IRM4727**

**School of Computing**

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