HIGHER EDUCATION PROGRAMMES

Academic Year 2025:	January - June
Summative Assessment 2:	Systems Development Project Management 3 (HSPM300-1)
NQF Level, Credit:	6, 15
Weighting:	10%
Assessment Type:	Research Essay
Educator:	S. Tshumani
Examiner:	S. Tshumani
Due Date	6 June 2025
Total	20 Marks

Instructions

1. Summative Assessment 2 (SA 2) must be submitted online on ColCampus on the last day of the exam period.

2. The essay must be a minimum of 600 (six hundred) words and should not exceed 750 (seven hundred and fifty) words.

3. The essay structure must be as follows:
   - Cover Page:
     - Name
     - Surname
     - Student Number
     - Name of your Support Centre (i.e. Boston, Braamfontein)
   - Introduction: Tells the reader what the essay is about.

- Body / Main Content: Is based on research and relates to the essay question or topic that has been set.
- Conclusion: Is a summary of what has been covered in the essay, it may also include suggestions/recommendations.
- Reference list: (not included in the word count): the Harvard Referencing Method must be adhered to with regards to in-text citations and the reference list. Please make sure you have read and adhere to the *NWU Referencing Guide*, available in the HE Library module on ColCampus, as well as *The Beginners Guide to Plagiarism*, available in the HE Student Information module, also on ColCampus.

4. The essay must be typed, using the following type settings only:
- Font: Arial
- Font Size: 12
- Line Spacing: 1.5

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5. **The following must be adhered to:**

- *You have been provided with two (2) academic sources (see below), these sources are <u>compulsory</u> and must be consulted and referenced when answering the research question.*

- *It is imperative to note that the compulsory sources must be accessed using the Library module on ColCampus.*

Compulsory sources to peruse

- Khuwaiter,M.A., AlKaabi, N., AlOlama, R., khatib, M.E and AlAmiri, S., 2023. Managing Outsourcing in IT Software Services -A study of 3 Perspectives and 3 Industries in UAE. Retrieved from: https://www.journals.gaftim.com/index.php/ijbas/article/view/206/121 [Accessed 13 December 2024] (**Google Scholar).**

- Ravi, A., and Donawa, N., 2023. Significance of Strategic Outsourcing in IT Project Management. Retrieved from: https://d197for5662m48.cloudfront.net/documents/publicationstatus/163020/preprint_pdf/7bc6b4f0784b4afa15371f7b7e326399.pdf [Accessed 13 December 2024] (**Google Scholar**)

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6. You must make use of the Harvard Method of Referencing. Refer to the <u>examples</u> of referencing below:

Book, single author:

Holt, D.H. 2017. Management principles and practices. Sydney: Prentice-Hall.

Book, 2 or 3 authors:

McCarthey, E.J., William, D.P. & Pascale, G.Q. 2017. Basic marketing, Cape Town: Juta.

Book, more than 3 authors:

Bond, W.R., Smith, J.T., Brown, K.L. & George, M. 2016. Management of small firms, Sydney: McGraw-Hill.

Book, no author:

Anon. 2009. A history of Greece 1994-now. Sydney: Irwin.

eBook:

Harris, C.A. 1917. How to write music: musical orthography, edited by M. Randall. New York, NY: H. W. Grey. http://gutenbert.org/files/37281/37281-h/37281-h.htm. Date of access: 31 August 2017.

Academic Journal article with one author:

Allan, J. 2017. Nurturing supportive learning environment in higher education through the teaching of study skills: to embed or not to embed? *International Journal of Teaching and Learning in Higher Education*, 19(2):64-76.

Academic Journal with 2 or more authors:

Glatt, M.M., Grindstone, C.H & Hult, C.J. 2019. The geographic expansion of Mexican immigration in the United States and its implications for local law enforcement. *Law Enforcement Executive Forum Journal*, 8(1):73-82.

Webpage, no author:

(use first few words of the page title) Improve indigenous housing now, government told. 2007. Available from: <http://www.architecture.com.au/i-cms?page=10220>. Date of Access, 8 February 2016.

Website:

Australian Securities Exchange. 2019. Market Information. Available from: <http://www.asx.com.au/professionals/market_information/index.htm> Accessed on 5 July 2019.

Web based image / table / figure:

The Lunar Interior. 2000. Available from:
http://www.planetscapes.com/solar/browse/moon/moonint.jpg 2 Accessed on 8
November 2016.

Blog:

Newton, A. 2007. Newcastle toolkit. 16 January 2007. Angela Newton: Blog. Available
from: <https://elgg.leeds.ac.uk/libajn/weblog/> Accessed on 23 February 2014.

Facebook and Twitter:

Smith, P. 2012. Social networking group, (Facebook), 6 October. Available from:
http://facebook.com Accessed on 29 October 2012.

Newspaper, print:

Wolhuter, T. 2011. How to read food labels. *Star.* 26, 2 Mar 2011.

Newspaper, electronic database:

Hans, B. 2011. Cosatu slams Swazi loan. *The mercury*, 15 August
http://www.iol.co.za/mercury/cosatu-slams-swazi-loan-1.1117816 Date of access: 1
September. 2012.

7. Plagiarism occurs when a writer duplicates another writer's language or ideas, and then calls
the work his or her own. Simply put, plagiarism is theft. This includes the 'copy and paste' of
work from textbooks, study guides, journal articles. The Plagiarism Declaration, included in
this brief, must be signed and attached to the front of your essay. Refer to the Plagiarism
Information Sheet in your Course Outline for further information.

8. *Academic sources:*

Not all sources can be classified as an academic source. To judge whether a source is an
academic source, take the following criteria into account:

- The author should be identifiable
- The source should be published by a credible publisher (In an Academic Textbook or
Academic Journal)
- A list of references should be provided

Wikipedia *is not* a credible academic source. No author is identifiable, and editing an article on this site is very easy. Also, blog posts often provide valuable information which is not academically sound.

9. To obtain maximum results, please consult the rubric in this brief to ensure that you adhere to and meet all the criteria.

10. A **Copyleaks Report** will be issued via ColCampus once the assignment is submitted. Please ensure that you follow the correct steps when uploading your assignment, to ensure that the Copyleaks Report is correctly issued. If the incorrect document is uploaded, or if no Copyleaks Report is issued, or if the Copyleaks Report indicates that a 30% similarity/plagiarism score has been exceeded, a <u>mark of zero (0) will be awarded</u>.

Question 1 **(20 Marks)**

Case Study: "Harmony Health" – A Software Development Success Story

Harmony Health, a mid-sized healthcare provider, specialises in delivering personalised health management solutions to patients with chronic illnesses. As the demand for telemedicine and remote patient monitoring grew, Harmony Health identified an opportunity to enhance its services by developing a mobile application. This app would enable patients to track their health metrics, communicate with healthcare providers, and receive personalised health advice, all from the convenience of their homes.

Harmony Health hired external staff with expertise in mobile app development and digital healthcare solutions to bring this vision to life. Their in-house team lacked the specific skills and bandwidth required for this complex project, so they opted to augment their workforce by bringing in external experts. These external hires were integrated into Harmony Health's project team to ensure a seamless collaboration with their internal staff.

Harmony Health partnered with BrightCode Solutions, a software development firm known for its innovative approach to digital healthcare. Together, the combined team of internal and external professionals set out to design, develop, and deploy the Harmony Care mobile application, aiming to deliver a cutting-edge solution that would meet the evolving needs of their patients.

With the above in mind, **Examine** the advantages and disadvantages of outsourcing and **Explain** how they can be used to deliver the project's quality, schedule, and cost goals.

Compulsory sources to peruse:

- Khuwaiter,M.A., AlKaabi, N., AlOlama , R., khatib , M.E and AlAmiri, S., 2023. Managing Outsourcing in IT Software Services -A study of 3 Perspectives and 3 Industries in UAE. Retrieved from: https://www.journals.gaftim.com/index.php/ijbas/article/view/206/121 [Accessed 13 December 2024] (**Google Scholar).**

- Ravi, A., and Donawa, N., 2023. Significance of Strategic Outsourcing in IT Project Management. Retrieved from: https://d197for5662m48.cloudfront.net/documents/publicationstatus/163020/preprint_pdf/7bc6b4f0784b4afa15371f7b7e326399.pdf [Accessed 13 December 2024] (**Google Scholar**)

The following Learning Outcomes are assessed in this assessment:

- Discuss the use of internal and external teams in software development projects.
- Understanding the pros and cons of outsourcing resources.

Assignment criteria	Mark allocation			
Understanding of outsourcing	Demonstrates a deep understanding of outsourcing, including its definition, key concepts, and relevance to the case study.	Demonstrates a good understanding of outsourcing, with some relevant examples and concepts.	Shows limited understanding of outsourcing, with minimal explanation or relevance to the case study.	No understanding of outsourcing was demonstrated.
	4	**3**	**2**	**0 - 1**
Advantages and Disadvantages of Outsourcing.	The research essay shows a comprehensive understanding of outsourcing external staff and sources for the project. Accurate and relevant answers to the topic are given. Thoroughly examines the advantages and disadvantages of outsourcing with clear, detailed examples relevant to the project's quality, schedule, and cost goals. Five (5+) advantages and disadvantages were discussed.	The research essay shows a sufficient understanding of outsourcing external staff and sources for the project. Accurate and relevant answers to the topic are given. The question was correctly interpreted, and the responses were relevant to the topic.At least three (3) advantages and three (3) disadvantages were clearly discussed	Provides a limited examination of the advantages and disadvantages of outsourcing. Two (2+) advantages and disadvantages were identified.	The research essay is not aligned and does not address the topic. No examination of the advantages and disadvantages of outsourcing was provided.
	10 - 13	**6 - 9**	**2 - 5**	**1**
Referencing and Bibliography	Exceeds the number of relevant sources (2+) and uses all given references. – 2 marks Correct Harvard referencing. – 1 mark	Some relevant sources used – 1 mark. Correct referencing -1 mark		Some relevant sources used – 1 mark. Incorrect Harvard referencing -0 marks.
	3	**2**		**1**