|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Student Name |  | Student Number | |  |
| Unit Code/s & Name/s | BSBINS401 Analyse and present research information  ICTICT443 Work collaboratively in the ICT industry | | | |
| Cluster Name  *If applicable* | Cyber Research Cluster | | | |
| Assessment Name | Cyber Research Portfolio | Assessment Task No. | | 2 of 2 |
| Assessment Due Date | Week 8 | Date submitted | | / / |
| Assessor Name |  | | | |
| **Student Declaration:** I declare that this assessment is my own work. Any ideas and comments made by other people have been acknowledged as references. I understand that if this statement is found to be false, it will be regarded as misconduct and will be subject to disciplinary action as outlined in the TAFE Queensland Student Rules. I understand that by emailing or submitting this assessment electronically, I agree to this Declaration in lieu of a written signature. | | | | |
| Student Signature |  | | Date | / / |

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| **Instructions to Student** | **General Instructions:**  You are employed by Midtown IT as a Cyber Consultant. You have been assigned to a new project, and your task is to research and report on current cyber safety and communication practices for virtual collaborative environments. In addition, you need to develop two related protocols for the organisation.  Your teacher/assessor will take on the role of the Project Manager assigned to this project by Midtown IT.  Read the project documentation provided and familiarise yourself with the Project Scenario or Case Study before proceeding with portfolio tasks. Confirm anything you are not sure about the project with your manager (teacher/assessor). It is essential that you have a clear understanding of the scenario and tasks that you need to complete. |

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|  | This assessment instrument requires the student to complete a project portfolio that is divided into four (4) parts:  **PART 1 – Identifying research strategy and collecting research data**  Task 1 Identify research strategy and sources  Task 2 Collecting and storing research information  **PART 2 – Analysing and synthesising research data**  **PART 3 – Presenting research findings**  **PART 4 – Identifying team protocols requirements**  TASK 1 Cyber safety protocol and virtual meetings protocol  TASK 2 Virtual collaboration tools  TASK 3 Reviewing selected technologies  TASK 4 Review protocols compliance  TASK 5 Collecting and replying to feedback  **Materials to be supplied:**  You are required to provide your own storage device.  **Assessor to Provide:**  Access to PCs and peripherals – these may differ between classrooms  Access to the internet  Access to Connect (LMS)  Access to Word processing software, such as Microsoft Word  Access to special purpose tools, equipment, and materials to complete the assessment, for example diagramming software.  **Online Delivery**  Students to supply their own PC or laptop and peripherals and internet access  Students will require access to Microsoft Office or similar application  **Documentation:**  Midtown IT Scenario or Case Study  Midtown IT Collection, Storage and Reporting of Research Information procedure. |

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|  | **Assessment Criteria:**  To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the following key skills/tasks/knowledge to an acceptable industry standard. Demonstrated ability to:  Understand research objective  Select a suitable research strategy  Collect, store and share research information  Analyse and synthesise research information  Identify patterns and trends  Draw and justify research conclusions  Prepare and present research findings  Develop at least two protocols for teams working collaboratively in virtual environments that help achieve team objectives  Identify at least two communication tools and technology to support teams working collaboratively in virtual environments  Review compliance of protocols to work collaboratively in a virtual environment  Seek and respond to feedback  Share knowledge and information according to work details, team objectives, organisational policies and procedures  Refer to the marking criteria for specific details:  Cyber research cluster\_AT2\_MC\_TQM\_v1.  **Details of location:**  TAFE will provide a simulated work environment in the classroom. Research activities may be conducted in the classroom or at home.  If you are unable to attend a scheduled assessment activity, you must notify your teacher before the assessment is due and supply a doctor's certificate and approval from the team manager for an extension.  **Time restrictions:**  This assignment is designed to take place over 8 weeks or approximately 32 hours. The student is expected to attend classes as per timetable details and should be able to commit up to 3 hours per week of their own time to study or study-related activities. |

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|  | **Interactions:**  Teamwork skills are essential in the IT industry. Therefore, you should work in teams to consult and collaborate on practical activities. However, each student must complete the assessment tasks individually (unless indicated).  **Level of assistance permitted:**  Staff cannot directly show students answers or solutions but can support and guide them to complete tasks individually. Teachers and tutors should be available in class and accessible by email for students working from home.  **Reasonable Adjustments:**  Reasonable adjustments are available to students for a variety of reasons, including disability, language, literacy and numeracy (LLN) problems or extenuating circumstances. Talk to your teacher, counsellor or disability officer if you require extra support or an extension based on the conditions identified.  **Number of Attempts:**  You will receive up to two (2) attempts at this assessment task. Should your 1st attempt be unsatisfactory (U), your teacher will provide feedback and discuss the relevant sections/questions with you and will arrange a due date for the submission of your 2nd attempt. If your 2nd submission is unsatisfactory (U), or you fail to submit a 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task.  ***For more information, refer to the Student Rules.***  **Work, Health and Safety:**  The work environment should be assessed for safety prior to class. Special consideration should be taken regarding potential ICT-related hazards such as tripping hazards, electromagnetic radiation, ergonomics, and posture. TAFE Queensland health and safety policies and procedures should be followed at all times. |
| **Submission details** (if relevant) | **Evidence Required to be Submitted:**  Insert your details on the cover page and sign the Student Declaration. Include this template with your submission. |

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|  | **Submission via Connect:**  Upload a single file into Assessment 2 (AT2) Assignment Folder in Connect.  Multiple files can be compressed into a single file.  Name the file:  BSBINS401\_ICTICT443\_AT2\_Surname\_Student Number  TAFE Queensland Learning Management System (Connect)  **Accessing Connect:**  Assessment to be submitted via   * TAFE Queensland Learning Management System (Connect): [*https://connect.tafeqld.edu.au/d2l/login*](https://connect.tafeqld.edu.au/d2l/login) * Username; 9 digit student number   For password resets go to: [*https://passwordreset.tafeqld.edu.au/default.aspx*](https://passwordreset.tafeqld.edu.au/default.aspx) |
| **Instructions to Assessor** | **Online Delivery:**  Please revise and modify the Instructions to Student section if you are delivering online.  **Specifications of assessment:**  To be judged competent in this assessment item, the student is required to demonstrate competence in all indicators shown in the marking guide.  Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the IT development fields of work and include access to:  Research tools  Project requirements  Ensure that students read and familiarise themselves with the Project Scenario and the files and resources provided before attempting the assessment.  **Storage Devices:**  Students are required to provide their own storage device. |

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|  | **Assessor to Provide:**  Access to PCs and peripherals – these may differ between classrooms  Access to the internet  Access to Connect (LMS)  Access to Word processing software, such as Microsoft Word  Access to special purpose tools, equipment and materials to complete the assessment, for example diagramming software.  **Online Delivery:**  Student to supply their own PC or laptop and peripherals and internet access  Students will require access to Microsoft Office or similar application  **Documentation:**  Midtown IT Scenario or Case Study  Midtown IT Collection, Storage and Reporting of Research Information procedure.  **Level of Assistance Permitted:**  Teachers and tutors should be available in class and accessible by email for students working from home. Staff cannot directly show students answers but can support and guide them to complete tasks individually. Students with disability will receive reasonable adjustments.  **Interactions:**  Teamwork skills are essential in the IT industry. Therefore, you should work in teams to consult and collaborate on practical activities. However, each student must complete the assessment tasks individually (unless indicated).  **Contingencies:**  Reasonable adjustments are available to students for a variety of reasons, including disability, language, literacy and numeracy (LLN) problems or extenuating circumstances. |

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|  | **Work, Health and Safety:**  The work environment should be assessed for safety prior to class. Special consideration should be taken regarding potential ICT-related hazards such as tripping hazards, electromagnetic radiation, ergonomics, and posture. TAFE Queensland health and safety policies and procedures should be followed at all times. |
| **Note to Student** | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

## PROJECT SCENARIO

Midtown IT ***WHS Consulting Department*** provides a wide range of services to industry and government. These services include:

* Risk management assessment
* Risk management control
* Risk management audit and performance
* Compliance and due diligence
* WHS legislative requirements

The company wants to take advantage of current communication and collaborative tools and will encourage staff in specific roles to work remotely. Although the company is keen to start immediately, management has identified that a number of protocols regarding online collaboration must be set in place.

All employees will be provided with the necessary equipment to work remotely. This includes PCs or laptops and high-quality web cameras.

The company objectives are:

* Improve the efficiency of team communication
* Provide safe and reliable professional channels for teams to communicate and share knowledge and information virtually

**THE TASK**

Your task is to carry out the necessary research to complete two company protocols. Details of the task requirements are presented below:

**Research requirements**

The aim of the research effort is to identify current practices in virtual and collaborative environments and use the information gathered to write the company protocols. The research requirements include two separate research topics:

1. Current industry cyber safety practices for virtual environments
2. Communication practices and techniques used in virtual collaborative environments

**Research objectives**

Midtown IT research objectives include:

* Measurable outcomes
* Currency of the research
* Reliability of sources
* Industry-accepted strategies, methods and tools included in the research

**Protocols development requirements**

Once the research component has been completed and appropriately stored and documented, Midtown IT requires you to develop two protocols to manage and guide the virtual communications and collaborative activities of the organisation. The protocols required are:

* Cyber Safety protocol
* Virtual Meetings protocol

## PART 1 – Identifying research strategy and collecting research data

The scenario requires you to research two (2) separate topics, but for the purpose of this portfolio, the preparation of the two topics can be presented together as they are related and share the research objectives.

Complete the activities listed in PART 1 for each research topic.

Task 1 Identify research strategy and sources

1. Carefully review the scenario presented until you have acquired a clear understanding of the research task. Outline and briefly describe the research objectives. 2 objective or include both in one - SMART
2. Identify the most suitable research strategy for the research scenario presented (e.g., qualitative, quantitative or combination) and justify your selection. Few sentences to Justify your choice
3. Identify potential sources of information and assess the reliability of the sources for the two research topics. Include at least five (5) sources per topic. Use the table provided below to complete this activity.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Potential Sources** | **Reliability Criteria** | | | | |
| **Creator/Origin** | **Currency** | **Availability** | **Verifiable with secondary sources** | **Purpose** |
| <<Topic 1>> Write the topic | | | | | |
| Internet? Link to the web site | **Name of the organisation or name or the writer here** | **Publication year**  **Not more than two years old** | **How can you access this information?**  **Weblink**  **Library catalogue** | **Yes /No** | **Purpose of the publication**  **Research presenting**  **Product information** |
| Case study?  Put the link |  |  |  |  |  |
| White paper/ blog article  Link |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Add rows as necessary. |  |  |  |  |  |

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| <<Topic 2>> | | | | | |
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| Add rows as necessary. |  |  |  |  |  |

1. Discard unreliable sources after completing task 1.3. If necessary, add and assess new sources of information. Add some unreliable sources that come across with to above table and mark them unreliable
2. Arrange a meeting with your manager or relevant personnel to confirm the efficiency and reliability of the research strategy identified in 1.2 for the research objectives presented in the scenario. Document the meeting.

Send message in connect with your answer for 1.2 and get eh confirmation. Take a screen capture of your conversation and paste it here.

Task 2 Collecting and storing research information

1. Access the *Midtown IT Collection, Storage and Reporting of Research Information* procedure. The procedure includes the following sections:

* Research data ethics
* Storage during the research phase
* Sharing research data
* Storage after the research phase
* Securing research data
* Retention and disposal of research data

For this task, you need to:

1. Collect relevant research information from the sources identified in 1.3. just do it
2. Store and secure research information according to *Midtown IT Collection, Storage and Reporting of Research Information* procedure.

Can you explain what technologies, security measures will you use to achieve this talk.

Where do you save your data, what format what security

## PART 2 – Analysing and synthesising research data

**NOTE: Analysis** involvesbreaking down the information into simpler ideas. **Synthesis** involves combining the individual elements to form a new idea, usually presented in a single sentence.

The scenario requires you to research two (2) separate topics, but for the purpose of this portfolio, the analysis of the two topics can be presented together.

1. For each research topic, analyse and synthesise your stored research data according to the research strategy selected. Document the analysis and synthesis. As a minimum, you must use the five (5) steps presented in the table below.

|  |  |
| --- | --- |
| Analysing and Synthesising Research Data  <<Topic 1>> Replace with the name of the topic | |
| Steps | Analysis and Synthesis |
| 1. Review research objectives | Objective here |
| 1. Review research data organisation (e.g., themes, categories) | Few sentences of your data organisation / some information about data you are handling  Qualitative/quantitative or mixed?  Raw data /processed data? |
| 1. Discover patterns, themes, trends and practices | For example, government organisations mostly using one particular collaboration tool?  Pattern of using cyber safety technologies |
| 1. Summarise findings and recommendations |  |
| 1. Share and distribute findings | How would you planning to distribute this in the organisation, read the policy see if there are any requirements? |
| Add steps as required. |  |

|  |  |
| --- | --- |
| Analysing and Synthesising Research Data  <<Topic 2>> | |
| Steps | Analysis and Synthesis |
| 1. Review research objectives |  |
| 1. Review research data organisation (e.g., themes, categories) |  |
| 1. Discover patterns, themes, trends and practices |  |
| 1. Summarise findings and recommendations |  |
| 1. Share and distribute findings |  |
| Add steps as required. |  |

1. For each research topic, identify and explain any recurring themes or practices in the research data (Step 3 above). Draw conclusions according to the research strategy utilised. Ensure that conclusions made are clear, justified and supported by the evidence collected during the research phase. You completed this in the table above so no answers needed
2. For each research topic, outline any assumptions made in the analysis. Justify their inclusion in the analysis in accordance with the evidence collected and the research strategy utilised. What are the assumptions minimum one assumption for each topic

## PART 3 – Presenting research findings

Complete the activities listed in PART 3 for each research topic.

**This section must be completed according to the Midtown IT Collection, Storage and Reporting of Research Information procedure. Access the procedure and follow the instructions and templates.**

1. List and briefly describe the agreed methods to share and report research information across the organisation.
2. Prepare a research draft report using the template provided according to organisational procedures. Nothing to submit

Present the research draft to the manager or relevant personnel for review and discussion. Document the discussion. Use the report template provided – Email Apsara Subject Your name, Group (1A) and Cyber research 3.2 draft

Example Jordon Khiosudta, Group 1C, Cyber research 3.2 draft

1. Take a screen capture of the email communication and paste it here
2. Amend the report as needed and prepare a final research report. Nothing to submit – Fix the draft as per feedback
3. Present final report to manager seeking feedback and confirmation of the suitability and the findings. Submitting on connect
4. Amend as needed and distribute the research report according to organisational procedures. Submitting on connect
5. **Contingency task.** Assume that after the meeting with the manager (3.3), it is identified that a key research question has not been addressed by the research and no data has been collected. How would you rectify the omission? Think about it and tell me what you would do?

## PART 4 – Identifying team protocols requirements

**TASK 1 Cyber safety protocol and virtual meetings protocol**

1. Using the information obtained during the research phase of the portfolio, you must write two (2) protocols to guide the virtual communications and collaborative activities of the organisation as identified in the scenario presented.

Use the forms provided below as they are part of Midtown IT organisational documentation procedures.

The required protocols are:

1. Cyber Safety protocol

|  |  |  |
| --- | --- | --- |
| Cyber Safety Protocol | | |
| **Protocol Rules** | **Who is Responsible? (Role)** | **Responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |
| Insert rows as required. |  |  |
| Are the rules of this protocol aligned with work details, team objectives, organisational policies and procedures? | | |
| Yes  No | | |
| What type of knowledge is shared within the context of this protocol? | | |
|  | | |

1. Virtual Meetings protocol

|  |  |  |
| --- | --- | --- |
| Virtual Meetings Protocol | | |
| **Protocol Rules** | **Who is Responsible? (Role)** | **Responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |
| Insert rows as required. |  |  |
| Are the rules of this protocol aligned with work details, team objectives, organisational policies and procedures? | | |
| Yes  No | | |
| What type of knowledge is shared within the context of this protocol? | | |
|  | | |

TASK 2 Virtual collaboration tools

1. You must research and identify two (2) industry standard suitable virtual communication and collaborative platforms or tools that Midtown IT could use for online activities and remote work.

Complete each section of the table.

1. Use the internet to research the collaborative platforms/applications
2. Use the table below to present your research

|  |  |  |  |
| --- | --- | --- | --- |
| Communication Collaborative Tool | Communication Techniques Supported | Advantages | Disadvantages |
|  |  |  |  |
|  |  |  |  |

1. Provide references for all your sources. Use a formal referencing style such as Harvard or APA.

TASK 3 Reviewing selected technologies

1. Midtown IT requires you to create a checklist to review the technologies selected in 4.2. Use the table below. Complete each section of the table.

Once the comparison table is completed, mail the manager or relevant personnel and communicate the results of the comparison of the two (2) technologies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Review Criteria | <Technology 1> | Comments | <Technology 2> | Comments |
| Fit for purpose | Yes  No  Partially |  | Yes  No  Partially |  |
| Reliable | Yes  No  Partially |  | Yes  No  Partially |  |
| Efficient | Yes  No  Partially |  | Yes  No  Partially |  |
| Compatible with existing systems | Yes  No  Partially |  | Yes  No  Partially |  |
| Ease of use | Yes  No  Partially |  | Yes  No  Partially |  |
| Aligns with company policies and procedures | Yes  No  Partially |  | Yes  No  Partially |  |
| Team objectives | Yes  No  Partially |  | Yes  No  Partially |  |

**Task 4 Reviewing protocols compliance**

1. Midtown IT also requires you to create a checklist to review the compliance of the protocols written in PART 4 - Task1. Complete each section of the tables.
2. Cyber Safety protocol checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Cyber Safety Protocol Review Form | | | | |
| Rules | Full Compliance | Minor Non-Compliance | Major Non-Compliance | Suggested Improvements (If Necessary) |
|  |  |  |  |  |
|  |  |  |  |  |
| Insert rows as necessary |  |  |  |  |

1. Virtual Meetings protocol checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Cyber Safety Protocol Review Form | | | | |
| Rules | Full Compliance | Minor Non-Compliance | Major Non-Compliance | Suggested Improvements (If Necessary) |
|  |  |  |  |  |
|  |  |  |  |  |
| Insert rows as necessary |  |  |  |  |

1. Select and evaluate two methods that could be utilised to share and distribute the knowledge gained from the compliance review with relevant personnel.
2. Arrange a meeting with the manager to discuss review outcomes. Document the meeting.

TASK 5 Collecting and replying to feedback

1. Create a feedback form that relevant personnel at Midtown IT can use to collect relevant information about the effectiveness of communication practices included in the two protocols written in TASK 1.

The feedback must include sections to:

1. Record feedback date
2. Allow a person to remain anonymous OR
3. Identify the person providing the feedback if they want to receive a reply
4. Identify the issue
5. Provide details about the issue
6. State the expected problem solution (if this applies)
7. Jane, a consultant at Midtown IT, has provided feedback regarding her concerns about using her personal computer and internet connection for work-related purposes. Her main concern is security.

Write a reply to the feedback received. Hint – read the scenario provided.

1. John, a consultant at Midtown IT, has provided feedback. John wants to have the Virtual Meetings Protocol improved to include information about how to deal with conflicting views/perspectives in the collaborative work environment.

Write a reply to the feedback received.

1. In addition to feedback forms, what other constructive feedback techniques could be used? List and briefly describe two (2) techniques.

**End of Assessment**