# Assessment event 2 of 4: Project

## Criteria

### Unit code and name

Cluster | ICT Analysis

BSBCRT404 | Apply advanced critical thinking to work processes

ICTICT426 | Identify and evaluate emerging technologies and practices

ICTSAS432 | Identify and resolve client ICT problems

### Qualification/Course code and name

Select your Qualification/Course code and name from the dropdown.

ICT40120 | Certificate IV in Information Technology

## Student details

Student name

Daniel Ly

Student number

368263826

Version: 20231120

Date created: 20 November 2023

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

This assessment can be found in the TAFE NSW [Learning Bank](https://share.tafensw.edu.au/share/logon.do?.page=searching.do?in%3DC1b145167-45e0-41ec-9f64-92af668e3e54%26q%3D%26type%3Dstandard%26sort%3Drank%26dr%3DAFTER%26page%3D1).

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## Assessment instructions

Table Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment event overview** | The objective of this assessment is to assess your knowledge and performance in using advanced critical thinking skills to analyse and evaluate emerging technologies and practices in the ICT sector and their potential impact on organisational practices.  This assessment is in 3 parts:   * Part 1: Critical thinking in the workplace * Part 2: Report on emerging technologies * Part 3: Report on emerging practices   And is supported by:   * A submission checklist * Assessment feedback * [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89) * Simulated organisation, [Gelos Enterprises](https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=aa9bb643-d101-45be-9b0f-533c4cc33ba1)   **Note**: This assessment may contain links to external resources. Access to the long URL is provided via the External resources – Links and URLs section located at the end of this document. |
| **Unit assessment guide** | Refer to the unit assessment guide (UAG) before attempting this assessment event. The UAG contains information including assessment requirements and how to achieve a satisfactory result. |
| **Submission instructions** | When you complete this assessment:   * read the checklist at the end of the assessment to make sure you have completed everything * keep a copy of all the electronic and hardcopy assessments you submit to TAFE NSW * make sure you have completed the assessment declaration before you submit. |

## Task instructions

The assessor will use the criteria outlined in the following tasks to determine if you have satisfactorily completed this assessment event. Follow these instructions to ensure you demonstrate the required knowledge and skills.

## Part 1: Critical thinking in the workplace

In this part, you will establish the role of critical thinking in the workplace.

1. **Determine and discuss** **3** **benefits** of adopting a critical thinking mindset. Your answer should be between 30 and 60 words.

* Cultivates curiosity and adaptability which are essential traits for continuous learning. It encourages us to question assumptions and seek new knowledge which ensures intellectual growth throughout life.
* It can give us a competitive advantage in academic and professional settings, as employers highly value critical skills which can lead to better job performance and academic success.
* Critical thinking fosters empathy and open mindedness by considering diverse perspectives.

1. **Outline 3 situations** when critical thinking concepts may be applied in the workplace. Your answer should be between 30 and 60 words.

* Problem solving in a product development team is deciding whether to launch a product, they must evaluate pros and cons of various features, methods, strategies which involves critical thinking to analyse all data to make informed decisions.
* Risk assessment in a construction site is when we carefully consider the situation and identify potential hazards. It helps ensure worker safety and prevent accidents.
* Budget management in a financial team, there are ways to critically think about prioritizing spending to align with the companies strategic goals.

1. **Identify 2 risks** to the organisation of not adopting a critical thinking approach to problem-solving and decision-making. Your answer should be between 30 and 60 words.

* Without critical thinking approach, organizations risk widening gaps between employees’ skills and business competencies needed to reach goals. This can frustrate employees and cause turnover leading to loss in knowledge, productivity and recruitment costs.
* Organisations that fail to adopt critical thinking in their decisions risk perpetuating biases and inequalities, especially when implementing AI systems. Leading to unfair outcomes if not properly managed.

1. Out of the following options**, Compare and contrast** **2** different thinking approaches for workplace **decision-making** processes:

* Pros and cons / Weighted scores
* Pearson RED model
* SWOT analysis
* Brainstorming
* Mind mapping
* Cause and effect diagrams.

Table Critical thinking approaches

|  | Critical thinking approach 1 | Critical thinking approach 2 |
| --- | --- | --- |
| **Name of approach** | Pearson RED model | SWOT analysis |
| **Key characteristics** | Recognize Assumptions  Evaluate Arguments  Draw Conclusions | Four Components: Strengths, Weaknesses, Opportunities, and Threats.  Internal and External Focus: Strengths and weaknesses are internal; opportunities and threats are external. |
| **Decision-making process** | * Recognize Assumptions   Identify and question underlying beliefs and biases.  Gather relevant data to separate facts from opinions.   * Evaluate Arguments   Analyze information objectively and assess the quality of evidence.  Consider multiple perspectives and understand emotional influences.   * Draw Conclusions   Synthesize information to reach logical conclusions.  Avoid generalizations and be open to changing your position based on new evidence. | * Define the Objective:   Identify the specific decision or problem to address.   * Gather Information:   Collect relevant data to support your analysis.   * Conduct SWOT:   Identify strengths, weaknesses, opportunities, and threats.   * Prioritize Findings: * Develop Action Plans:   Create strategies to leverage strengths, address weaknesses, capitalize on opportunities, and mitigate threats.   * Implement and Monitor * Review and Adapt |

1. Describe **5** critical thinking techniques with an example of each.

Table Characteristics of critical thinking

| Characteristic | Description and example |
| --- | --- |
| **Analysing** | I have a complex maths problem, I break it down into smaller manageable components. And I identify the main elements and their relationships. It is now easier to solve. |
| **Evaluating** | I have a news article, I assess how well the information addresses the specific needs or questions. I examine the authors credentials, expertise and affiliations to determine credibility. |
| **Interpreting** | I am at a meeting, I actively listen to grasp the speakers message, intent and nuances. I take notes and improve my language proficiency to understand cultural nuances and anything unfamiliar. |
| **Problem-solving** | I am lost in the jungle; I define the problem and separate facts from opinions. I analyse the root cause by asking five whys and create a problem tree to which I generate solutions. I evaluate and select solutions to attempt my journey back to civilisation. |
| **Questioning** | I am in a classroom; I do not understand the task, but I ask open ended questions to encourage a detailed response. I give my self some time to reflect before asking follow-up questions. |

## Part 2: Report on emerging technologies

Read all instructions carefully and complete all requirements of the assessment. In addition, refer to the checklist that your assessor will use to assess your performance and record your results.

In this part, you will apply a systematic approach to decision making, including researching a variety of sources to evaluate emerging technologies for Gelos Enterprises.

In this assessment, you are a Gelos Enterprises ICT Support team member.

### Before you begin

Access the following templates, policies and procedures from Gelos Enterprises:

* [ICT Governance policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=7041aeea-1a17-4f66-839d-f96f5c24d143)
* [Strategic plan (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=1bd395bc-ecab-4613-b80f-71e5a48fda9f)
* [ICT Support Service Level Agreement(pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a)
* [Hardware/Software Upgrade Request (docx)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=8c008265-abcf-483c-9bed-3899f9362f5b)
* [ICT maintenance log Template (dotx)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=1a228f00-e0f7-4087-aeea-b2114cabafe1)
* [ICT Maintenance Plan Template (dotx)](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=0c5f05a4-7a99-4013-b040-8ffcbfe87fcb)

### Task 1 Workplace processes, systems and technology

In this task, you will analyse the elements of the current Gelos ICT Service Desk processes, systems and technology.

1. Access this [video communication](https://vimeo.com/885075679/f26a263168) from the Gelos Enterprises ICT Support Manager. Describe at least **2** objectives of the organisation in relation to emerging technology.

* to analyze Gelos current ICT service desk processes and technology, such as using spreadsheets for IT support ticketing. Investigate three current and emerging technology options to determine their advantages and disadvantages then document the research findings and ideas in a proposal report that recommends a technology that is new to Gelos.
* Gelos would also like the technology that you propose to complement our existing systems and technology, be cost effective and meet accessibility requirements to suit the needs of our internal users, some of whom have vision and hearing disabilities.

1. Identify and describe the current Gelos Enterprises processes, systems and technology related to the ICT Service Desk function.

Table Current processes, systems and technology (add additional rows as required)

|  |  |  |
| --- | --- | --- |
| ICT Service Desk function | Workplace policy, procedure or template | System and technology used |
| Incident Management | Incident Management Process | ServiceNow ITSM Platform |
| Problem Management | Problem Management Process | Jira Service Management |
| Change Management | Change Management Process | Freshservice |
| Access Management | Access Management Process | Zendesk for Service |
| Knowledge Management | Knowledge-Centered Service (KCS) methodology | Confluence |

1. Reflect on and compare the requirements of the Gelos ICT Support Manager and the existing ICT Service Desk function. Identify the limitations of the current processes, systems and technology by applying critical thinking.

The limitations of the current processes, systems and technology:

Limited scalability and efficiency

Lack of automation and workflow management

Difficulty in tracking and analysing service desk performance

Inadequate support for users with disabilities

1. Write **3** questions to ask the ICT Support Manager to test your assumptions.

1. How many IT support tickets does Gelos Enterprises typically handle per month, and do you anticipate significant growth in ticket volume over the next 2-3 years?

2. What specific accessibility features are most crucial for your users with vision and hearing disabilities, and how are these needs currently being addressed?

3. Besides spreadsheets for ticketing, what other systems or technologies does the ICT Service Desk currently use for tasks like asset management, knowledge base, or reporting? How well do these integrate with each other?

### Task 2: Research approach

In Task 3 you will research emerging technologies in the ICT sector to evaluate their potential to resolve the ICT Service Desk problems identified at Gelos Enterprises in Task 1.

In this task, you will evaluate sources of information about emerging technologies.

1. **Describe** the purpose and objectives of your research.

To identify emerging technologies in the ICT sector that could potentially resolve the ICT Service Desk problems at Gelos Enterprises.

To evaluate the potential impact of these technologies on improving service desk efficiency, responsiveness, and user satisfaction.

To assess how emerging technologies can address specific challenges such as:

Managing high volumes of support requests

Reducing resolution times

Automating repetitive tasks

Enhancing accessibility for users with disabilities

1. **Outline** at least **4** criteria against which the information you collected will be evaluated for suitability, based on ICT Support Manager video communication briefing and the Gelos [ICT Governance Policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=7041aeea-1a17-4f66-839d-f96f5c24d143).

Relevance to ICT service desk improvement:

The information should directly address the challenges faced by Gelos

Accessibility and inclusivity:

The method should cater to users with diverse needs

Integration with existing systems:

Technologies should complement Gelos' current IT infrastructure

Cost-effectiveness and scalability:

insights into technologies that are not only affordable for implementation

1. **Outline** at least **4** criteria against which the reliability of the information sources collected on emerging technologies, will be evaluated.

Credibility of the source:

Assess the author's or organization's reputation and expertise.

Currency of the information:

Ensure it is up-to-date, reflecting current technological advancements.

Objectivity and bias:

Look for balanced views discussing both benefits and limitations.

Evidence and methodology:

Verify if supported by empirical evidence or rigorous research methods.

1. Reference at least **2** different sources of information, including technical documentation, for each of the **3** emerging technologies in the IT industry from verified sources, to provide answers to your research questions.

Table Reference list (add additional rows as required)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author/ organisation | Year/date published | Title of book or journal (where appropriate) | Title of article | Link (where appropriate) |
| MIT Technology Review | 2025 | MIT Technology Review | 10 Breakthrough Technologies 2025 | https://www.technologyreview.com/2025/01/03/1109178/10-breakthrough-technologies-2025/ |
| Gartner | 2024 | Gartner Research | Top Strategic Technology Trends for 2025 | https://www.gartner.com/en/articles/top-technology-trends-2025 |
| World Economic Forum | 2024 | World Economic Forum | Top 10 Emerging Technologies of 2024 | https://www.weforum.org/publications/top-10-emerging-technologies-2024/ |
| Pwc | 2024 | Pwc | The new Essential Eight technologies: what you need to know | https://www.pwc.com/us/en/tech-effect/emerging-tech/essential-eight-technologies.html |
| Simplilearn | 2025 | Simplilearn | 25 New Technology Trends for 2025 | https://www.simplilearn.com/top-technology-trends-and-jobs-article |
| IEEE Spectrum | 2025 | IEEE Spectrum | It’s Time To Rethink 6G | https://spectrum.ieee.org/5g-bandwidth |

### Task 3 Research report

In this task, you will identify and document **3** emerging technologies relevant to your research purpose and objective.

1. **Access** your sources of information.
2. **Interpret and extract** the relevant information, keeping a record of the content and sources.
3. **Analyse and evaluate** the collected information against the project criteria you described in Part 2.
4. **Document your research findings** in Part 2 of the [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89). The report must include the following for **each** technology:
5. Name of technology.
6. Purpose, functions, attributes and features.
7. General design and operating principles relevant to Gelos.
8. Advantages.
9. Potential organisational opportunities resulting from the emerging technology.
10. Disadvantages.
11. Potential organisational threats resulting from the emerging technology.
12. Impact on and changes required to current Gelos technologies and practices.
13. An evaluation of the potential application of the emerging technology against your criteria for the ICT Service Desk function.
14. **Access this** [**feedback video**](https://vimeo.com/885075879/70a90b109a) on your draft report from the Gelos Enterprises ICT Support Manager and incorporate this feedback into your report before submission.

### Task 4 ICT technology proposal

In this task, you will develop a proposal to present your recommended ICT technology solution to workplace stakeholders in the [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89).

**Complete** your report to the Gelos ICT Support Manager and ICT Governance Group. Document the following:

1. Conclusion.

**Write** a short evaluation of your research findings, select the ICT technology to implement and explain how it will resolve the ICT problem.

1. Recommendations.

**Propose** at least **6** specific planning actions to **prepare** to implement the new ICT technology consistent with the [ICT-Governance-policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=7041aeea-1a17-4f66-839d-f96f5c24d143) and [ICT Procurement and Installation Policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=dba7c65b-c905-46fe-b90a-f85e063807e3).

## Part 3: Report on emerging practices

Read all instructions carefully and complete all requirements of the assessment. In addition, refer to the checklist that your assessor will use to assess your performance and record your results.

In this part, you will apply a systematic approach to decision making, including researching a variety of sources to evaluate emerging ICT practices for Gelos Enterprises.

### Before you begin

Access the following templates, policies and procedures from Gelos Enterprises:

1. [ICT Governance policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=7041aeea-1a17-4f66-839d-f96f5c24d143)
2. [Strategic-plan (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=1bd395bc-ecab-4613-b80f-71e5a48fda9f)
3. [ICT Support Service Level Agreement(pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a)
4. [Digital-communications-policy (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=9a63a882-33e8-4b99-bb8d-95a66a12d6ca)

[Read the following email message sent to you from the ICT Support Manager:](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=9a63a882-33e8-4b99-bb8d-95a66a12d6ca)

*Good morning,*

*Gelos has a strategic 5-year goal to- ‘develop systems, processes and infrastructure to provide the ability for all staff to work remotely, only attending their local office quarterly'.*

*I would like you to investigate and develop strategies to respond to* ***3******emerging practices in the ICT sector*** *and their potential impact**related to our goal in* ***one*** *of the following work areas related to hybrid work:*

* *Learning and professional development*
* *Team communications*
* *Standardisation of ways of working*

*Our current issues are:*

* *Collaboration and communication between office-based and remote teams is poor*
* *Existing teams have developed their own systems of work*
* *Some of our team members have vision and hearing accessibility issues*
* *Some team members do not have adequate skills or confidence to learn new technology, and most learning is office based.*

*Regards,*

*ICT Support Manager*

### Task 1: Explore the problem

In this task, you will analyse the elements of the current Gelos ICT Service Desk processes, systems and technology.

**Scenario:**

1. Consider the communication from the Gelos Enterprises ICT Support Manager in the above email, the [Strategic-plan (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=1bd395bc-ecab-4613-b80f-71e5a48fda9f)and the [Digital-communications-policy (pdf).](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=9a63a882-33e8-4b99-bb8d-95a66a12d6ca) **Describe** at least **3** objectives of the organisation in relation to responding to emerging practices in the ICT sector.
   * + 1. Enchance collaboration and communication equity between remote and office based teams.
       2. Establish standardized and accessible ways of working across all teams, while considering accessibility needs.
       3. Improve ICT skills and confidence among all team members with a focus on accessible and engaging learning methods.
2. **Write a problem statement** that explains what you will report on and why. Your research must address one work practice raised by the ICT Support Manager.

Gelos Enterprises faces a significant challenge in fostering effective collaboration and communication between its office-based and remote teams. This disconnect, highlighted by the ICT Support Manager as a key issue, negatively impacts team cohesion, knowledge sharing, and overall productivity. Without addressing this problem, Gelos will struggle to achieve its strategic 5-year goal of enabling remote work for all staff and may experience reduced efficiency, increased project delays, and diminished employee engagement. This report will investigate the root causes of this communication and collaboration gap and propose strategies, leveraging emerging ICT practices, to create a more equitable and productive hybrid work environment for all Gelos employees.

1. **Write** **2** outcomes for your research.

Identify and evaluate emerging ICT tools and practices that can bridge the communication gap between office-based and remote teams:

This outcome will focus on researching cutting-edge collaboration platforms, virtual communication tools, and digital workspace solutions that can create a more seamless and equitable work environment for all employees, regardless of their physical location. The evaluation will consider factors such as ease of use, accessibility features, integration capabilities with existing systems, and potential impact on team productivity and engagement.

Develop a comprehensive implementation strategy for the selected ICT solutions:

This outcome will provide Gelos Enterprises with a detailed roadmap for introducing and integrating the chosen communication and collaboration tools into their existing work processes. The strategy will include recommendations for employee training programs, guidelines for standardizing communication protocols across teams, and metrics for measuring the effectiveness of the new tools in improving collaboration between office-based and remote workers. Additionally, it will address potential challenges and resistance to change, ensuring a smooth transition to the new hybrid work model.

**Poor collaboration and communication between office-based and remote teams.**

**Why is collaboration and communication poor?** Because remote team members feel disconnected and excluded from informal discussions and decision-making.

**Why do remote team members feel disconnected and excluded?** Because communication channels are not standardized, and there's a lack of intentional effort to include remote members.

**Why are communication channels not standardized, and why is there a lack of intentional effort?** Because there's no formal policy or guidelines for hybrid communication and collaboration, and managers are not adequately trained to manage remote teams effectively.

**Why is there no formal policy or guidelines, and why aren't managers trained?** Because the company hasn't prioritized the development of a comprehensive hybrid work strategy, and resources haven't been allocated for training.

**Why hasn't the company prioritized a hybrid work strategy?** Because the focus has been primarily on maintaining existing office-centric processes, and the benefits of a fully integrated hybrid model haven't been fully recognized or communicated at the executive level.

:

The root cause of poor collaboration and communication between office-based and remote teams is the lack of a comprehensive, company-wide hybrid work strategy, leading to the absence of policies, guidelines, training, and resource allocation necessary to support a fully integrated hybrid model. The organization's mindset is still primarily office-centric, and the benefits of a well-executed hybrid model have not been fully realized or communicated at the executive level, resulting in insufficient prioritization and investment.

This analysis reveals that simply implementing new tools isn't enough. A fundamental shift in strategy, policy, training, and culture is needed to truly bridge the communication gap.

1. **Analyse one** of the problem areas to determine its cause using either a cause-and-effect (fishbone) diagram or the 5 Whys technique. Be creative.
2. **Develop a plan** for future process evaluations after this one is completed.

The Gelos Enterprises ICT practices and processes will be reviewed:

* Review period: Q4 2024
* Review date: 23/02/2025
* Reviewer: ICT support team member

### Task 2: Research approach

In Task 3 you will research emerging practices in the ICT sector to evaluate their potential to meet the strategic goal for hybrid work.

In this task, you will evaluate sources of information about emerging practices.

1. **Outline** at least **4** criteria against which the information you collect will be evaluated for suitability, based on the ICT Support Manager's email feedback and the Gelos policies and procedures.

1. Collaboration equity: Bridges remote/office communication gaps, ensuring equal access to information/participation.

2. Accessibility: Meets accessibility standards for team members with disabilities.

3. Standardisation: Integrates with existing Gelos ICT systems and promotes standardized workflows.

4. User Skills/training: Requires minimal technical skill; offers comprehensive training and support.

1. **Outline** at least **4** criteria against which the reliability of the information sources about emerging practices will be evaluated.

Authority/Expertise: Recognized expert/org with proven accuracy in ICT/hybrid work.

Methodology/Evidence: Based on sound research, data analysis, verifiable evidence.

Objectivity/Impartiality: Presents unbiased info, discloses conflicts of interest.

Currency/Relevance: Up-to-date, addresses Gelos' specific challenges & goals.

1. **Reference** at least **2** different sources of information for each of **3** emerging practices in the IT industry from verified sources to provide answers to your research questions.

Table Reference list (add additional rows as required)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Author/ organisation | Year/date published | Title of book or journal (where appropriate) | Title of article | Link (where appropriate) |
| Innovation Training | 2024 | Gartner | 32 Innovation Practices on the Gartner Hype Cycle | https://www.innovationtraining.org/32-innovation-practices-on-the-gartner-hype-cycle/ |
| MIT Sloan Management Review | 2024 | MIT Sloan Management Review | 10 best practices for analytics success (including 3 you can’t ignore) | https://mitsloan.mit.edu/ideas-made-to-matter/10-best-practices-analytics-success-including-3-you-cant-ignore |
| UN Global Compact | 2025-01-29 | World Economic Forum | Five takeaways from the 2025 World Economic Forum | https://unglobalcompact.org/journal/five-takeaways-2025-world-economic-forum |
| Harvard Business Review | 2025-01-01 | Harvard Business Review | Learning Emerging Skills Doesn’t Always Pay Off | https://store.hbr.org/product/harvard-business-review-january-february-2025/BR2501? |
| Jaime Netzer | 2023-06-08 | Atlassian | How to excel at asynchronous communication with your distributed team | https://www.atlassian.com/blog/communication/asynchronous-communication-for-distributed-teams |
| Christopher Kühn and Henning Soller | 2023-07-21 | McKinsey & Company | Driving an agile transformation in software | https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/tech-forward/driving-an-agile-transformation-in-software |

### Task 3 Research report

In this task, you will identify and document **3** emerging practices relevant to your research purpose and objective.

1. **Access** your sources of information.
2. **Interpret and extract** the relevant information, keeping a record of the content and sources.
3. **Analyse and evaluate** the collected information against the project criteria.
4. **Document your research findings** in Part 3 of the [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89). The report must include the following for **each** practice:

* Name of practice.
* Purpose, functions, attributes and features.
* Advantages.
* Potential organisational opportunities resulting from the emerging practices.
* Disadvantages.
* Potential organisational threats resulting from the emerging practices.
* Impact on and changes required to current Gelos practices and associated technologies.
* An evaluation of the potential application of the emerging practice on employees and the organisation.

### Task 4 ICT practice proposal

In this task, you will evaluate alternative practices and select the most suitable practice.

Develop a proposal to present your recommended ICT practice solution to workplace stakeholders in the [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89).

**Complete** your report in Part 3 of the [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89) to the Gelos ICT Support Manager. Document the following:

1. Conclusion.

**Write** a short evaluation of your research findings. Select the ICT practice to implement and explain how it will meet the organisation's needs.

1. Recommendations.

**Propose** at least **6** specific planning actions to **prepare** to implement the new ICT practice consistent with the [ICT Governance policy (pdf), ICT Support Service Level Agreement(pdf) and Digital-communications-policy and procedure (pdf)](https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=7041aeea-1a17-4f66-839d-f96f5c24d143)

### Reference list

Provide references where required, using the Harvard reference style. TAFE NSW Libraries [Researching](https://tafensw.libguides.com/research/referencing) and Referencing: Referencing Skills provides Harvard guides, checklists and resources.

## Submission checklist

Submit the following for marking:

☐ This completed Assessment event 2 of 4: Project

☐ Completed [Cl\_ICTAnalysis\_AE\_Pro2of4\_Appx\_Report](https://share.tafensw.edu.au/share/items/b2d70104-4fec-40a3-84a4-695c33e4847a/0/?attachment.uuid=68e6666b-488a-430d-b15c-87dcfa040d89)

## Checklist

The assessment checklist lists the **requirements for each task** in this assessment as outlined in the student’s assessment instructions. The assessor will use this checklist to ensure **all** required tasks have been completed and submitted and provide feedback for each task.

Note that S = Satisfactory and U/S = Unsatisfactory.

### Part 1: Critical thinking in the workplace

Table Checklist

| Task number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Determine and discuss 3 benefits of adopting a critical thinking mindset | ☐ | ☐ | ☐ | ☐ |  |
| 2 | Outline 3 situations when critical thinking concepts may be applied in the workplace. | ☐ | ☐ | ☐ | ☐ |  |
| 3 | Identify 2 risks to the organisation of not adopting a critical thinking approach to problem-solving and decision-making | ☐ | ☐ | ☐ | ☐ |  |
| 4 | Compare and contrast 2 different thinking approaches for workplace decision-making processes | ☐ | ☐ | ☐ | ☐ |  |
| 5 | Describe 5 critical thinking techniques with an example of each | ☐ | ☐ | ☐ | ☐ |  |

### Part 2: Report on emerging technologies

Table Checklist

| Task number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1.1 | Describe at least 2 objectives of the organisation in relation to emerging technology | ☐ | ☐ | ☐ | ☐ |  |
| 1.2 | Identify and describe the current Gelos Enterprises processes, systems and technology related to the ICT Service Desk function | ☐ | ☐ | ☐ | ☐ |  |
| 1.3 | Identify the limitations of the current processes, systems and technology by applying critical thinking | ☐ | ☐ | ☐ | ☐ |  |
| 1.4 | Write 3 questions to ask the ICT Support Manager to test assumptions | ☐ | ☐ | ☐ | ☐ |  |
| 2.1 | Describe the purpose and objectives of research | ☐ | ☐ | ☐ | ☐ |  |
| 2.2 | Outline at least 4 criteria against which the information collected will be evaluated for suitability | ☐ | ☐ | ☐ | ☐ |  |
| 2.3 | Outline at least 4 criteria against which the reliability of the information sources about emerging technologies will be evaluated | ☐ | ☐ | ☐ | ☐ |  |
| 2.4 | Reference at least **2** different sources of information, including technical documentation, for each of **3** emerging technologies | ☐ | ☐ | ☐ | ☐ |  |
| 3.1 | Access sources of information | ☐ | ☐ | ☐ | ☐ |  |
| 3.2 | Interpret and extract relevant information | ☐ | ☐ | ☐ | ☐ |  |
| 3.3 | Analyse and evaluate information | ☐ | ☐ | ☐ | ☐ |  |
| 3.4 | Documents key research findings and ideas for emerging technologies including:   * Name of technology * Purpose, functions, attributes and features * General design and operating principles relevant to Gelos * Advantages * Potential organisational opportunities resulting from the emerging technology * Disadvantages * Potential organisational threats resulting from the emerging technology * Impact on and changes required to current Gelos technologies and practices. * An evaluation of the potential application of the emerging technology against your criteria for the ICT Service Desk function | ☐ | ☐ | ☐ | ☐ |  |
| 3.5 | Obtain feedback from organisational representative and modified report | ☐ | ☐ | ☐ | ☐ |  |
| 4.1 | Write a conclusion that evaluates the research findings, selects the ICT technology to implemented and explain how it will resolve the ICT problem | ☐ | ☐ | ☐ | ☐ |  |
| 4.2 | Propose at least 6 specific planning actions to prepare to implement the new ICT technology consistent with Gelos policies and procedures | ☐ | ☐ | ☐ | ☐ |  |

### Part 3: Report on emerging practices

Table Checklist

| Task number | Did the student do the following? | S | U/S | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- | --- | --- |
| 1.1 | Describe at least 2 objectives of the organisation in relation to emerging practices | ☐ | ☐ | ☐ | ☐ |  |
| 1.2 | Write a problem statement that explains what will be reported on and why | ☐ | ☐ | ☐ | ☐ |  |
| 1.3 | Write **2** outcomes for the research | ☐ | ☐ | ☐ | ☐ |  |
| 1.4 | Analyse one of the problem areas to determine its cause using either a cause-and-effect diagram or the 5 Whys technique | ☐ | ☐ | ☐ | ☐ |  |
| 1.5 | Develop a plan for future process evaluations | ☐ | ☐ | ☐ | ☐ |  |
| 2.1 | Outline at least 4 criteria against which the information collected will be evaluated for suitability | ☐ | ☐ | ☐ | ☐ |  |
| 2.3 | Outline at least 4 criteria against which the reliability of the information sources about emerging practices will be evaluated | ☐ | ☐ | ☐ | ☐ |  |
| 2.4 | Reference at least 2 different sources of information for each of 3 emerging practices | ☐ | ☐ | ☐ | ☐ |  |
| 3.1 | Access sources of information | ☐ | ☐ | ☐ | ☐ |  |
| 3.2 | Interpret and extract relevant information | ☐ | ☐ | ☐ | ☐ |  |
| 3.3 | Analyse and evaluate information | ☐ | ☐ | ☐ | ☐ |  |
| 3.4 | Documents key research findings and ideas for emerging practices including:   * Name of practice * Purpose, functions, attributes and features * Advantages * Potential organisational opportunities resulting from the emerging practice * Disadvantages * Potential organisational threats resulting from the emerging practices * Impact on and changes required to current Gelos practices and associated technologies. * An evaluation of the potential application of the emerging practice on employees and the organisation | ☐ | ☐ | ☐ | ☐ |  |
| 4.1 | Write a conclusion that evaluates the research findings, selects the ICT practice to implemented and explain how it will meet the needs of the organisation | ☐ | ☐ | ☐ | ☐ |  |
| 4.2 | Propose at least 6 specific planning actions to prepare to implement the new ICT practice consistent with Gelos policies and procedures | ☐ | ☐ | ☐ | ☐ |  |
|  | Provides references using Harvard reference style | ☐ | ☐ | ☐ | ☐ |  |

### Additional ad hoc question/s asked by the Assessor

Additional ad hoc questions may be asked by the assessor during or after the assessment event. This section provides the assessor opportunity to record these questions and your responses.

1. Assessor question (as required):

[Record your additional questions here]

Student response (as required):

[Record the student response/s]

1. Assessor question/s (as required):

[Record your additional questions here]

Student response/s (as required):

[Record the student response/s]

1. Assessor question/s (as required):

[Record your additional questions here]

Student response/s (as required):

[Record the student response/s]

## External resources – Links and URLs

Long URLs and permalinks are provided for access to content when the assessment is not used digitally, for example, not clickable.

Table Long URLs

| Resource Name | Long URL |
| --- | --- |
| The Learning Bank | https://share.tafensw.edu.au/share/home.do |
| Research and referencing skills | https://tafensw.libguides.com/research/referencing |
| Gelos Enterprises | https://share.tafensw.edu.au/share/items/d0b458dc-3922-409d-b1fe-9a2f785f4a38/0/?attachment.uuid=aa9bb643-d101-45be-9b0f-533c4cc33ba1 |
| Gelos Enterprises ICT Governance Policy | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=7041aeea-1a17-4f66-839d-f96f5c24d143 |
| Gelos Enterprises Strategic Plan | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=1bd395bc-ecab-4613-b80f-71e5a48fda9f |
| Gelos Enterprises ICT Support Service Level Agreement | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=fc1d5a4f-bca4-428a-bb01-84a1d4eb560a |
| GE Hardware/ software upgrade request | https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=8c008265-abcf-483c-9bed-3899f9362f5b |
| GE ICT Maintenance Log template | https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=1a228f00-e0f7-4087-aeea-b2114cabafe1 |
| GE ICT Maintenance Plan template | https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=0c5f05a4-7a99-4013-b040-8ffcbfe87fcb |
| Gelos Enterprises Digital Communications Policy and Procedure | https://share.tafensw.edu.au/share/items/5f1cec7b-1d03-446a-85b7-edb42692c34e/0/?attachment.uuid=9a63a882-33e8-4b99-bb8d-95a66a12d6ca |

This page is not required for online assessment submissions.

### Student assessment declaration

This assessment is my original work and has not been:

* copied from any source without proper referencing
* written for me by any other person except where such collaboration has been approved by a teacher or assessor.

Student signature and date

### Reasonable adjustment

☐ Reasonable adjustment was in place for this assessment event.

If so, please provide details of any reasonable adjustment strategies that were implemented:

[Insert reasonable adjustment strategies]

### Assessment outcome

☐ Satisfactory ☐ Unsatisfactory

Comments

[Insert comments]

Assessor name, signature and date

Student acknowledgement of assessment outcome

[Would you like to make any comments about this assessment?]

Student name, signature and date