# 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

© TAFE NSW 2023  
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).

The content in this document is copyright © TAFE NSW 2023 and should not be reproduced without the permission of TAFE NSW. Information contained in this document is correct at time of printing: 10 February 2025. For current information please refer to our website or your teacher or assessor as appropriate.

## Assessment instructions

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

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.
2. 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 2 Critical thinking approaches

|  | **Critical thinking approach 1** | **Critical thinking approach 2** |
| --- | --- | --- |
| **Name of approach** |  |  |
| **Key characteristics** |  |  |
| **Decision-making process** |  |  |

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

Table 3 Characteristics of critical thinking

| **Characteristic** | **Description and example** |
| --- | --- |
| **Analysing** |  |
| **Evaluating** |  |
| **Interpreting** |  |
| **Problem-solving** |  |
| **Questioning** |  |

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

Table 4 Current processes, systems and technology (add additional rows as required)

|  |  |  |
| --- | --- | --- |
| **ICT Service Desk function** | **Workplace policy, procedure or template** | **System and technology used** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

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

### 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.
2. **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).
3. **Outline** at least **4** criteria against which the reliability of the information sources collected on emerging technologies, will be evaluated.
4. 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 5 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)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### 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.
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.
3. **Write** **2** outcomes for your research.
4. **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.
5. **Develop a plan** for future process evaluations after this one is completed.

The Gelos Enterprises ICT practices and processes will be reviewed:

* Review period: [Record the period for reviews]
* Review date: [Record a specific review date]
* Reviewer: [Record the job title of the reviewer]

### 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.
2. **Outline** at least **4** criteria against which the reliability of the information sources about emerging practices will be evaluated.
3. **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 6 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)** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

### 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 7 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 8 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 9 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 10 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