Finding relevant scholarly information

Presented by
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The context

NEWTOWN BANK Ltd.

Increasing Profitability with better IT Infrastructure Investments

CLIENT BRIEF FOR CONSULTANTS' REPORT

From: Introduction to your consultants' report

Your client is The Newtown Bank. The bank's profits are declining and it is particularly concerned by the role of its IT infrastructure in this.

The bank needs a consultant to carry out the five steps above with a particular focus on three techniques that might help them:

1. Service-oriented enterprise and IT architecture, and microservices
2. Sourcing external services (outsourcing) including cloud services
3. IT governance, service management and DevOps

Activity

Visit the website:

https://goo.gl/tFFBfV

Using the website as stimulus, create a list of the types of things you should consider when evaluating a source to use in an academic setting.

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TRANSFORM YOUR DATA CENTER TO A MODERN HYBRID INFRASTRUCTURE

By Jesse St. Laurent | MAR 8, 2018

About | Transform to a modern hybrid infrastructure with converged, hyperconverged, and composable infrastructure solutions from Hewlett Packard Enterprise.

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The Art of Sizing Your IT Infrastructure

Sizing an IT infrastructure today can be tough. Although science is used to determine data center needs, there is still an art that goes into the decision process. The reason is simple. A variety of IT devices of various ages from various vendors — each with its own lifecycle, costs, and on-going maintenance issues — often present unforeseen consequences.

Most IT equipment is expected to actively contribute for at least 3 years without any additional purchases, but it is difficult to anticipate things like IOPS and capacity one year in advance, much less 3 to 5 years ahead. And how do you plan for future technologies that haven't been invented yet? Faced with so many variables, it's surprising more IT professionals don't consult Ouija boards before they make sizing decisions. All joking aside, sizing your infrastructure does include an element of fortune-telling, and some amount of risk is inherent in the process.

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Evaluating a source

Critically evaluate the sources you find by using the REVIEW criteria:

R is for Relevance

Does the reference completely cover your topic, or only one aspect of it? Have you read widely to determine how relevant it is in relation to other sources?

E is for Expertise of author

What is the educational background of the author? What are their qualifications? Are they writing in their area of expertise? Are they regularly cited by other authors in the field?

V is for Viewpoint of author/organisation

Does the author have any personal or professional affiliations that may bias their work? Has the research been sponsored by an organisation with a vested interest in the topic? What is the purpose of the source – to inform, persuade or entertain?

I is for Intended audience

Is the reference aimed at the general public or a scholarly audience? Is it intended for professionals in the field or a community of researchers? Is it intended for a large or small readership?

E is for Evidence

Are opinions supported by scholarly evidence? Is a particular referencing style used properly and consistently? Has the reference been subjected to peer review?

W is for When published

Was the reference published recently? Have significant developments been made in the subject area since the reference was published?

As described in the Library resource: Scholarly versus non-scholarly resources
https://library.sydney.edu.au/help/online-training/downloads/iResearch_Print_SchVsNonSch.pdf

Endnote

Download Endnote and find support resources on the Library's Endnote subject guide: http://libguides.library.usyd.edu.au/endnote

You should use APA 6th. A style guide is available from the Library's referencing + citation styles subject guide.

To use Endnote at a basic level you need to be able to:

- manually enter a reference
- export a reference from a database into Endnote
- use the cite-while-you-write function in Microsoft Word

Using LaTex, BibTex with Endnote (or other reference managers)

Check out the University of Melbourne's guide:

http://unimelb.libguides.com/c.php?g=565734&p=3897109

Scholarly Information

A document written by qualified academic experts and supported by research and references.

Peer reviewed

Scholarly works that have been evaluated by other academics in the same field (and in some cases subsequently modified) prior to publishing to ensure the research and ideas contained in the work are substantiated and add to what is already known.

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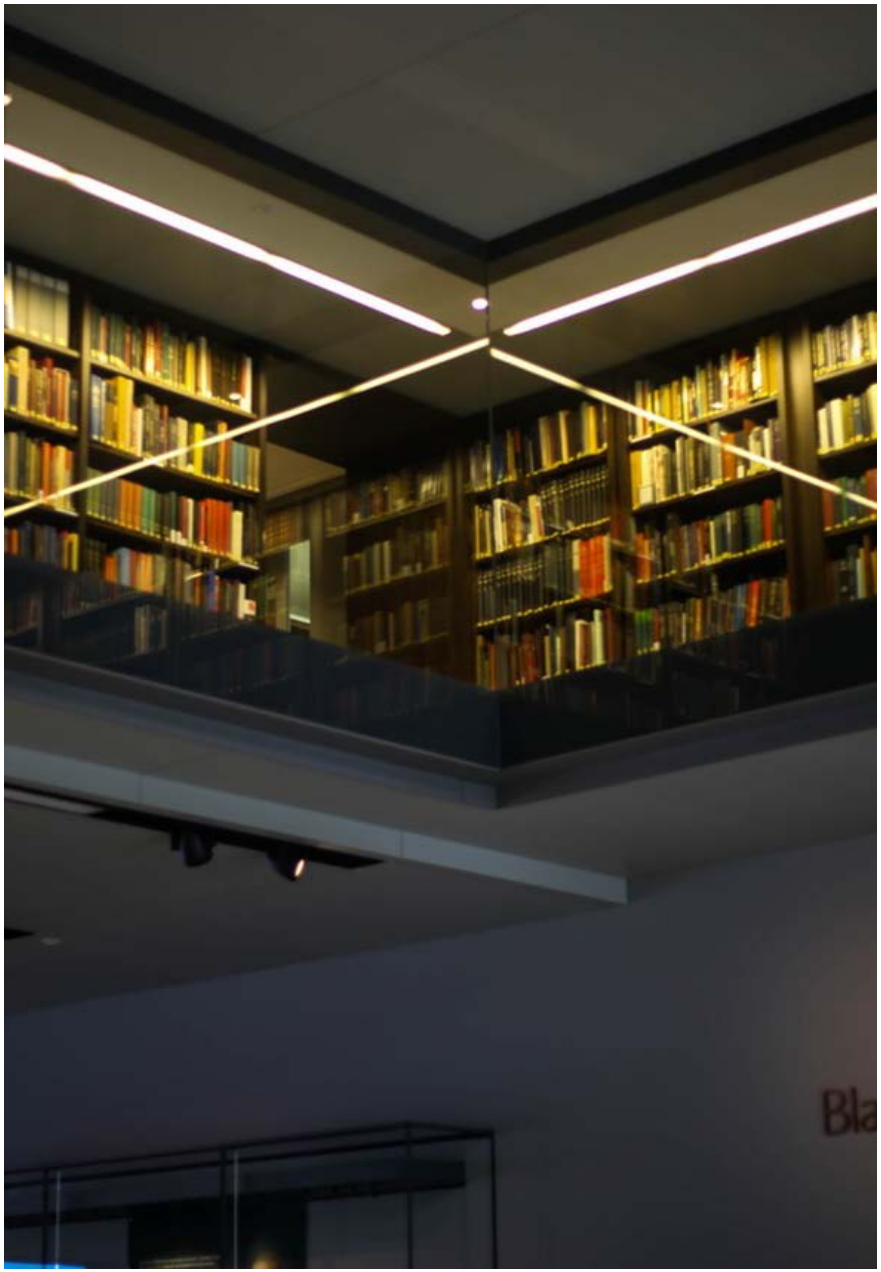

Where do *you* normally go to find information?

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Where to begin

Utilise the **Client Brief for Consultants' Report** and the other assessment documents to draw out key concepts to use in your searching, but also collect keywords, identify key authors and get to know key publications as you go about your searching.

Technical Jargon

Gartner IT Glossary
http://www.gartner.com/it-glossary/

IEEE Explore Thesaurus and IEEE Taxonomy
http://www.ieee.org/publications_standards/publications/thesaurus_thank_you_page?form_id=IEEE+Thesaurus+Access

Or alternatively…

Google the term

Wikipedia
background information is where Wikipedia comes into its own, but remember the REVIEW criteria when assessing how to use this information.

Databases

Access databases via

Library > databases > Information Technologies or find by database name

Google Scholar

Setup Google Scholar by accessing it via the Library link to increase full-text results. Search hints and tips:

Adobe Acrobat Document

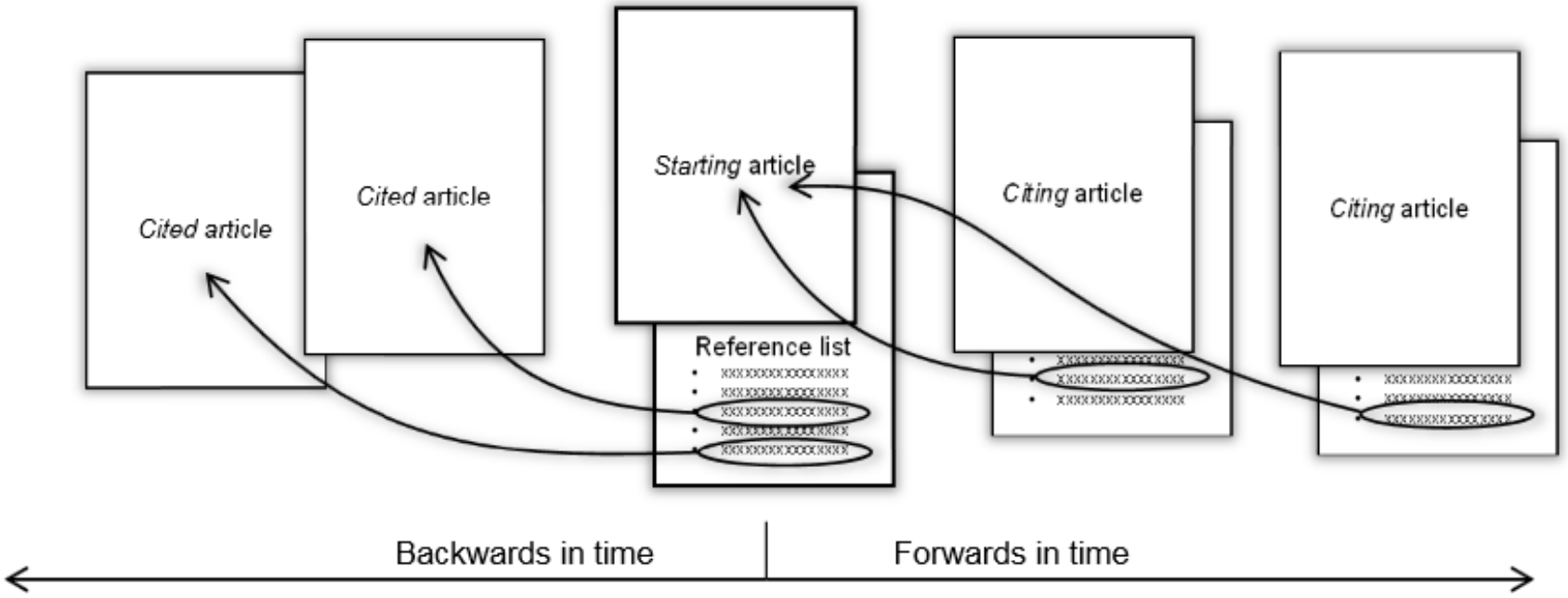
- **Gartner**
- **ACM**
- **IEEE Xplore**
- **IBISWorld – for some Australian-focussed market information**
- **Scopus and/or Compendex**
- **Web of Science**

The basics: finding an article quickly when you have a citation

Try the CrossSearch box on the Library's home page:

Iden, J., & Eikebrokk, T. R. (2013). Implementing IT Service Management: A systematic literature review. *International Journal of Information Management*, 33(3), 512-523. doi:10.1016/j.ijinfomgt.2013.01.004

Citation chaining: leverage what you've found



Gartner

Gartner is a significant information technology research and advisory company. It provides insight into how industries and companies view and use IT, as well as presenting trends and forecasts.

Information about its research process may be found via the company's research methodologies page.

Research methodologies

- **Gartner Magic Quadrant**
- **Gartner Critical Capabilities**
- **Gartner Hype Cycle**
- **Gartner IT Market Clock**
- **Gartner Market Guide**
- **Gartner Vendor Rating**
- **Gartner ITScore**
- **Gartner Market Share**
- **Gartner Market Forecast**

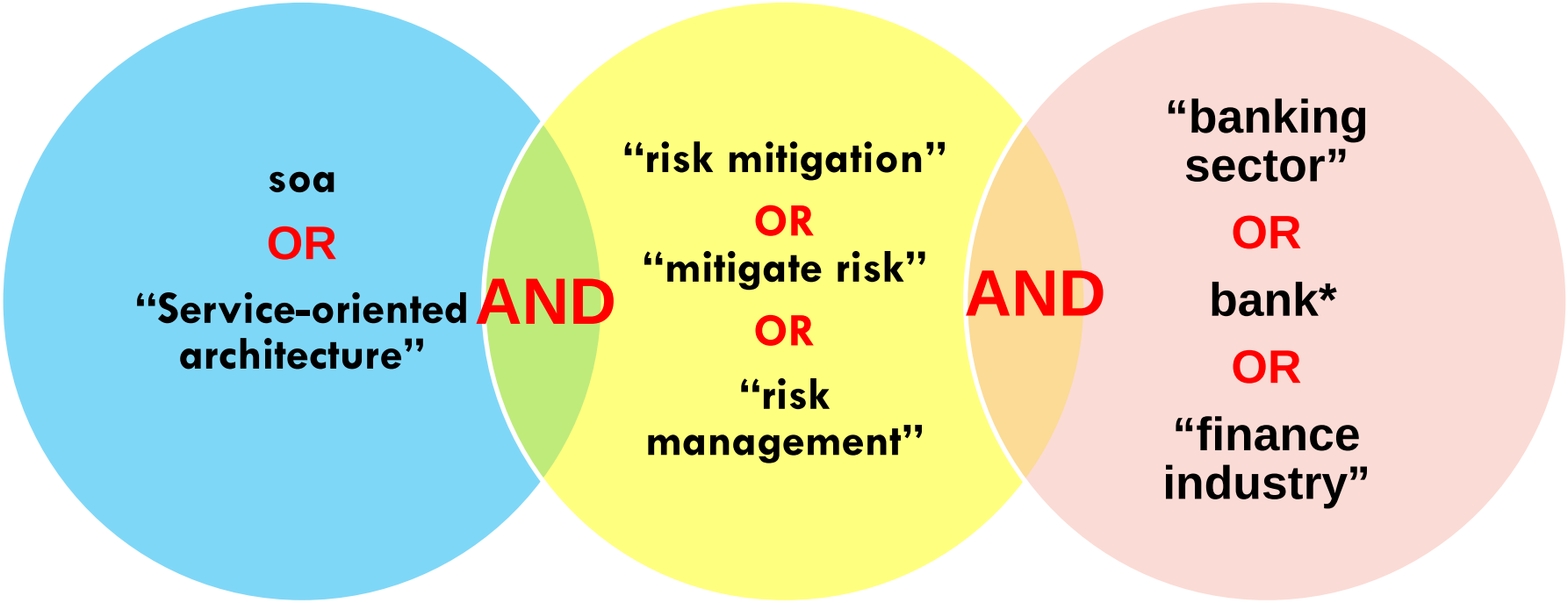
Quickstart guide: http://www.gartner.com/imagesrv/pdf/gcom_quickstartguide.pdf

Archive: when articles are labelled Archive, be aware that the information will lack currency and has only been retained for a historical perspective.

Developing a search strategy

Developing a search strategy

Developing a search strategy



Developing a search strategy

	CONCEPTS (AND)			
SYNONYMS/SIMILAR TERMS (OR)	**CONCEPT 1**	**CONCEPT 2**	**CONCEPT 3**	**CONCEPT 4**
	SOA	"banking industry"	"external sourcing"	"risk mitigation"
	"service-oriented architecture"	"banking sector"	outsourc*	"mitigate risk"
	microservice*	"finance sector"	subcontracting	"risk management"
		"financial services industry"	"facilities management"	risk w/5 mitigation

Other Boolean operators:

NOT – excludes a term

? Wildcard – replaces a character within a word

W/n (Scopus/Compendex) where n is number of words between the two terms

NEAR/x (WoS/ProQuest) where x is number of words between the two terms

Recap

- Why do we use the REVIEW criteria?
- What is the benefit of considering what search terms we might use prior to using a database?
- Is it sufficient to only use Google Scholar? Explain.
- What does Gartner offer that other databases don't?

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Book an appointment:

http://usyd.libcal.com/appointment/16331

Or just drop-in to the SciTech Library and ask for me

Please contact us if you need help with finding or accessing information or referencing, including the use of Endnote.

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