FEEDBACK ON Assignment 2: Constructing a synthesis grid for your Consultants Report

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|  | INSTRUCTIONS AND MARKING CRITERIA | FEEDBACK |
| **1.** | * Select at least four scholarly sources of evidence relevant to the client’s requirements and to your chosen IT strategy. * Follow the instructions for searching in the slides **Library pres INFO5991 March 2018** in the **Assessment Information Module on Canvas** * ask at the SciTech Library if you need help searching for sources | **Unless you have full marks for this section you will need to find other articles**   * Many articles were too old e.g. articles about SOA should not be more than 10 years old. * Any article about ITIL must be 2011 or later because that’s when the current version (V3) was released * The four articles together did not always cover the whole IT strategy e.g. external services + cloud, not just one or the other * Use Gartner articles more – particularly to find out what is happening currently with these IT strategies and distinguish between their opinion pieces and their evidence-based pieces. |
| **2.** | * Evaluate each source against the R.E.V.I.E.W. criteria | * Most of you did this process well |
| **3.** | * Construct a synthesis grid from these sources of evidence using the column headings (or similar) shown in App. A. * Make notes in the appropriate columns when a source has information relevant to any of the column headings | **Unless you have full marks for this section you will need to do it again**   * The definitions and explanations of characteristics need to be more precise and detailed. They will need to be fixed before you can proceed with the remaining assignments. See the examples in the synthesis grid below for how to do them * Explaining the characteristics is vital to meeting your clients requirements ( see section 8 point 4 of the client brief) – you need to be able to connect them to benefits * There generally insufficient relevance to the causes of the client’s IT problems and IT goals in your notes under those headings. Read the client brief carefully and follow the examples in the synthesis grid below. This needs to be fixed before you can proceed. |
| * Using Endnote, cite each source in Column 1 using APA 6th To find out how to use endnote, see: <http://libguides.library.usyd.edu.au/endnote> | * ask at the library for help with endnote. Take your assignment to them and they will solve your endnote (and searching) problems. |
| **4.** | * Construct a glossary for Newtown Bank containing definitions and explanations of the terms in the synthesis grid which would not be familiar to a reader with a non-technical background; e.g. Enterprise architecture, governance, service management, , efficiency, distributed capability, flexibility, process improvement etc. * Use endnote to cite (in-text) the source of each definition and explanation and it will automatically add these sources to your bibliography in the correct format. | * Don’t include terms that are not in your synthesis grid * Do explain ALL of the terms in your synthesis grid * Check out how to cite on-line sources in APA 6th on the Library site and make sure you set the correct reference type in your endnote entry. * A glossary must always be in alphabetical order, so you can find things. |
| **5.** | * Construct a bibliography of your sources using Endnote, in APA 6th format. Endnote will produce this automatically. | * Check carefully the requirements for APA 6th * Many of you had problems with the order of family and given names. The way you enter them in endnote is important. Get help from the Library. |
| **6.** | Format your assignment (double sided and single spaced) with:   * A separate cover page showing the title from your client brief, the IT strategy in which you are specialising, SID and date * A table of contents * Page headings, section headings, headers and footers showing title/page numbers/date; * Sentences, paragraphs, spelling, grammar and punctuation according to Module 1 of the Write Site <http://writesite.elearn.usyd.edu.au/>   (Any one of these items missing means a loss of .5 mark) |  |

Appendix A: Samples of synthesis grid entries

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| Citation of Source in APA 6th format | Definition and explanation of characteristics of the IT strategy in which you are specialising (section 7 in Client Brief)  USE THE DEFINITIONS FROM LECTURES | What are the general benefits of the strategy and what characteristics enable them | General challenges/risks & risk mitigation | Information relevant to Newtown Bank’s IT problems & IT goals | | | |
| TCO/ROI  & inefficiency of IT investment | Legacy code & future development | Flexibility for future developments | Align IT investment with corporate strategy | |
| (Blogs 2005) | External sourcing is defined as “…. Its characteristics are ….resource sharing,, ……….. | External sourcing has 3 benefits: reduced cost…… etc… It achieves these because …… |  |  |  |  |  | |
| (Smith 2017) | Service-oriented Enterprise and IT architecture has 5 characteristics which are ….  “IT architecture is a subset of enterprise architecture” (p53# ….  Microservices are… | These characteristics enable SOA to deliver the following benefits: interoperability, which means, …… | successful SOA needs well defined business processes within an enterprise architecture |  | Newtown Bank could use microservices to extend the life of its legacy code and keep it in-house by …… | microservices can increase flexibility in IT infrastructure because……. |  | |
| (Liu 2012) | Services in the cloud have 5 characteristics, 3 service models, and 2 delivery models. These are as follows |  | Security and reliability of cloud services | These 2 challenges might be too risky as our client is a **bank** |  | . |  | |
| (Kumar 2019) | IT gov, is ..  ITSM is ….  DevOps is | …… |  | this could help **reduce TCO** and solve capacity problem by ……. |  | DevOps can increase flexibility of IT infrastructure because….. | IT gov. is essential to achieving strategic business value because | |