#### Ass 3: Summarising ideas from your synthesis grid and mapping root causes of client’s problems to IT strategies (Individual 6%)

#### Background

In this assignment you will do the following:

* 1. Correct your synthesis grid based on the feedback you got from Ass 2, so that it meets the synthesis grid criteria fully.
  2. Using information from the sources in this corrected synthesis grid, write a summary of the main ideas under each heading in which you have entered relevant information.
  3. Map the root causes of the IT problem (Section 5 of the Client Brief v2.1) to your IT strategy (Section 6 of the Client Brief v2.1) where appropriate

**Purpose of the Summary**

The purpose of summarising the ideas in your synthesis grid is to:

1. help you organise your material around what the client wants you to do for them (because the column headings represent the client’s requirements as in the Client Brief Section 8)
   1. help you clarify what is important in the grid and what is missing
   2. practice writing

#### 1. Revise the synthesis grid (1 mark)

1. Correct entries in your synthesis grid based on the given:
   1. on your individual submission of Ass 2
   2. in class in Week 7
   3. in the document **Ass 2 feedback v1.1** in the **Assessment information module** on Canvas
2. Pay particular attention to your definitions and explanations of characteristics of your strategy. They must be detailed enough so that explain how they enable benefits (in the next column) and how they will help fix a root cause of your client’s IT problem in the columns under **Information relevant to Newtown Bank’s IT problems and IT goals**.
3. Make sure you discuss ITIL V3 not ITIL V2. Although the benefits and challenges remain similar across the two versions, the structure of the stages and processes are different and the difference is important for your assignment.
4. Make sure you write about external services in general (Managed Services in Felipe’s slides), not just services in the cloud (which are only one kind of external service).
5. If evaluating the benefits/challenges of services in the cloud as part of your IT strategy, distinguish among the different service models and deployment models in your definition and explanation of characteristics. Then indicate the service/deployment model appropriate to the client’s problem. **Use the information from the slides from** **Week 6 on Cloud Computing for Business**
6. Attach the revised synthesis grid to your assignment as an appendix.

#### 2. Summarise the main ideas about your IT strategy in your synthesis grid (2 marks)

Structure and contents of the summary:

1. Structure the summary as a section following the instructions in the document **How to Write a Section in** the **Evaluation Criteria for Written Assignment**s folder of the **Assessment Information Module** on Canvas.
2. Your section must start with an introduction and end with a conclusion.
3. Each paragraph in the section will then be about a column heading to which your IT strategy is relevant. Use the column heading as the heading of your paragraph, except t**reat ITSM and ITGov under separate headings.**
4. Under each column heading, combine the ideas from your multiple sources in a cohesive paragraph. To do this, follow the instructions in the document **How to Write a Paragraph** in the folder **Evaluation Criteria for Written Assignments** in the **Assessment Information** module on Canvas. (Do not write the paragraph as a series of summaries of the sources)
5. Cite the sources in-text of every **sentence** in which you refer to them. You most not put them only at the end of a paragraph.
6. Cite all your sources in-text using Endnote, in the format of American Psychological Association (APA 6th) as described in: <https://library.sydney.edu.au/help/online-training/referencing/> and <http://libguides.library.usyd.edu.au/citation>.

The summary can be about 500 words minimum but may be longer. (This summary, corrected after you get feedback, later becomes part of your final report.)

#### 3. Map the information about the characteristics of your IT strategy that may help fix the root causes of the IT problem (1.5 mark)

1. Fill in the document in **Appendix A** below**: Map root causes of problems to characteristics of your IT strategies following the processes you used in tutorials 6 & 7. (You will not fill in all cells, only the ones for your IT strategy).**
   1. **For example**, ask yourself how your client’s problem with legacy code can be solved by which characteristic(s) of SOA/microservices and then enter that in the appropriate cell; or how TCO can be lowered by the characteristic of virtualisation in cloud services.
   2. Wherever you have entered information in the grid, indicate which goals are supported by the characteristics of that strategy.

#### 4. Write draft recommendation(s) for your client based on your root causes/strategy map using the format in the following example (.5 mark):

**Root cause of problem:** IT infrastructure at capacity

**Recommendation** 1: adopt [*your IT strategy*] to increase capacity by [*key* *characteristic of the strategy*]

**Recommendation 2: (if appropriate)**

#### Don’t put citations in recommendations

#### 5. Revise and expand your glossary from Assignment 2 (.25 mark)

1. Construct a glossary (in alphabetical order) for Newtown Bank containing definitions and explanations of the terms in the synthesis grid which may not be familiar to a reader with a different background to yours; e.g. SOA, governance, service management, efficiency, distributed capability, flexibility, process improvement, service, etc.
2. Cite (in-text) the source of each definition and explanation.

#### 6. Construct a bibliography of your sources (.25 mark)

• Use Endnote, APA 6th as described in: <https://library.sydney.edu.au/help/online-training/referencing/> and <http://libguides.library.usyd.edu.au/citation>

#### 7. Format your assignment with: (.25 mark)

• A separate title page showing the title from your client brief, your IT strategy, your SID and date

• A table of contents listing the contents of this report

• Page headings, section headings, headers and footers showing: title/author/page numbers/date;

• Sentences, paragraphs, spelling, grammar and punctuation according to Module 1 of the Write Site <http://writesite.elearn.usyd.edu.au/> . Use a spelling and grammar checker.

#### 8. Reflect on your process of doing this assignment under the headings: (.25 mark)

* Joys
* Frustrations
* Learnings
* Comments/Questions

**Appendix A: MAP IT STRATEGIES TO ROOT CAUSES OF IT PROBLEMS and IT GOALS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **YOUR** **EVALUATIONS:**  **THE CLIENT’S**  **PERSPECTIVE**: | FOR EACH IT STRATEGY BELOW, EVALUATE AND DESCRIBE (in the appropriate cell for your IT strategy):  1. Which characteristics of your IT strategy will help fix which of the root causes of their IT problem; and if so, how.  2. Which number goal(s) that supports  3. What risks and risk mitigation might apply to using that IT strategy | | | |
| **Root causes of their IT problem** | 1. Service- oriented Enterprise and IT Architecture | 2. External Sourcing | 3. IT Governance | 4. ITSM |
|
| 1. IT infrastructure at end of life (full capacity) |  |  |  |  |
| Goal nos.? | Goal nos.? | Goal nos.? | Goal nos.? |
| 2. 30% of core business software (to be kept in-house) is legacy code and cannot be extended, but functions must be kept in-house |  |  |  |  |
| Goal nos.? | Goal nos.? | Goal nos.? | Goal nos.? |
| 3. IT infrastructure investment not aligned with corporate strategy  & IT service management slow, inaccurate, unreliable |  |  |  |  |
| Goal nos.? | Goal nos.? | Goal nos.? | Goal nos.? |
| RISKS OF STRATEGY? |  |  |  |  |
| RISK MITIGATION |  |  |  |  |

IT GOALS

1. To increase their return on investment (ROI) in their IT infrastructure (by reducing TCO)
2. To provide flexibility for future developments
3. To ensure IT investment delivers strategic value to the business efficiently and reliably