Guidelines for the mid-semester test Week 8

Where, when, and how long will it be?

* The test will be in the lecture theatre and tutorial rooms in Week 7 at 6 pm. You will be allocated a room.
* You will have 1hour 20 minutes to complete the test.
* Bring your own sheets of blank paper
* If you are ill on the day, get a doctor’s certificate and complete a request for special consideration.

How many questions will I need to answer?

* **TWO:** there will be three questions on the test sheet but only answer two of them
* Each question will have multiple sub-questions.
* The first sub-question usually asks for an definition or explanation of the topic e.g. ‘optimisation’
* The sub-questions which follow will ask you, for example, to:
  + give further details
  + explain how something works
  + compare and contrast
  + describe benefits and challenges and how they are achieved or mitigated
  + use examples to illustrate your points

What will the questions be about?

Q1: The service economy, services systems, IT, and productivity

* + The role of services in economic growth and why we study them
  + Service productivity
  + The role of IT in optimisation, innovation, and transformation in services

Q2: Specialisation and service-oriented models of business

* + Traditional organisations and specialised organisations
  + Enablers of specialisation
  + The role of IT in specialisation and the “as-a-service” model
  + The nature and role of digital platforms

Q3: Service-oriented enterprise and IT architecture

* + Purpose of ICT architecture
  + Characteristics of SOA
  + Benefits/challenges
  + Relationship between business processes and services in SOA
  + Characteristics/benefits/challenges of microservices architecture

How do I prepare?

* Questions will be based on:
  + Lectures in Weeks 1, 2, 3, 5
  + article you reviewed for week 4
  + articles and other work you have done on your consultants report
  + discussions in class and your notes

Do I have to write essay type answers?

* NO. You can use bullet points and diagrams. Spelling and grammar are not important (but clarity of handwriting helps me mark more accurately)

Can I bring a dictionary in to the test?

* Yes, but not an electronic one

How will I know how much a question is worth?

* The number of marks each question is worth is in the margin at the end of the question

Any more questions about the tests?

* Ask on Ed or in class