# 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

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Student number

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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).

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## 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.

Firstly, it allows individuals to grasp new opportunities and perspectives by absorbing insights from others. Secondly, it enhances decision-making process, enabling individuals to make informed choices even in stressful situations. Lastly, critical thinking fosters a culture of learning and collaboration, as individuals share ideas and reasoning, enriching collective problem-solving capabilities. In essence, critical thinking empowers individuals to navigate complexities with clarity and equips teams with the tools needed for innovation and growth.

1. **Outline 3 situations** when critical thinking concepts may be applied in the workplace. Your answer should be between 30 and 60 words.
2. Situations where you are leading a team – critical thinking is always applicable in leadership positions as you make constantly making choices and decisions for your team.
3. When you are collaborating with a colleague on a project – you need to think critically to cooperate and work effectively together.
4. When you need to gather requirements from a business lead on a project – when working with someone who is leading a project, critical thinking allows you to ask the right questions and challenge any ideas.
5. **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.

Firstly, a risk is reputational damage to the company. When not using critical thinking approach to problem solving and decision making, minor mistakes can lead to large ramifications, causing reputational damage.

Secondly, it could lead to work inefficiencies as poor decision-making can contribute to loss of time when doing work.

1. 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** | SWOT analysis | Mind mapping |
| **Key characteristics** | SWOT is a strategic planning tool and its key characteristics include the evaluation of strengths, weaknesses, opportunities and threats. It organises these into 4 categories and can also be visualised. It is an effective way to provide the user with an overview of these 4 key areas and makes it versatile in critical thinking. | Mind-mapping is an easy to execute and expandable critical thinking approach. Mind mapping allows the user to visually represent their ideas and create visual correlations. It is a quick and effective way to list down ideas and discussion points. You can make groups, branches and sub-branches. You can also make non-linear representations and build fast connections. |
| **Decision-making process** | The decision-making process involves identifying a key issue or goal and then breaking it down into four parts to create further analysis. Each point in each quadrant can also be ranked against each other (when placed in a visual diagram). By seeing the cumulation of ideas split into strength, weakness, opportunities and threats, people are able to explore their options clearly in their decision making. | The decision-making 7process involves identifying the key idea, purpose and clarifying objectives. Then subsequent ideas can be branched out from the central theme and organised. Finally, the decision can be made from the mind-map guided by its insights. From here, it allows for well-informed decision making |

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

Table 3 Characteristics of critical thinking

| Characteristic | Description and example |
| --- | --- |
| **Analysing** | Analysis aims to uncover patterns, trends, or insights that can inform decision-making or problem-solving. It involves reviewing the information or data in detail to understand its components, relationships, and implications. An example is analysing marketing data and statistics to review current trends to drive sales. |
| **Evaluating** | Evaluating involves assessing the effectiveness, value, or quality of something based on predefined criteria or standards. It entails making judgments or conclusions about the merits, strengths, weaknesses, or outcomes of a particular situation, action, or object. For example, the performance of an employee can be evaluation through metrics like KPI (in sales). |
| **Interpreting** | Interpreting involves understanding and explaining the meaning or significance of information, data, or events. It requires analysing and making sense of complex content to get insights. An example is interpreting results or findings for a business to understand how much stock they need to order based on customer demand. |
| **Problem-solving** | Problem-solving is the process of identifying, analysing, and resolving challenges or obstacles to achieve desired outcomes. It involves a systematic approach to understanding the root cause of a problem and developing effective solutions. An example is being presented with a dilemma or challenge, like weakening sales, and creating a strategy, based on insights to overcome the challenge. |
| **Questioning** | Questioning involves the act of seeking information, clarifying understanding, or stimulating critical thinking by posing inquiries or queries. An example is questioning certain business procedures, assignment tasks or situations to better understand the outcome. |

## 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.

Improve services provided by the ICT service desk and align them to the strategic goals of the company. Analyse current ICT service desk processes and technology, investigate three current and emerging technology options to determine advantages and disadvantages.

1. 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 |
| Acting as point of contact for all technical support, including hardware and software | Support | Gelos Service Desk System |
| Responding to requests - requests are responded to between normal hours, but can be submitted 24 hours a day | Support | Gelos Service Desk System |
| Updating tickets – tickets must be updated as support for the issues progresses | Support | Gelos Service Desk System |
| Having three levels of support – tickets are raised hieratically depending on critical level | Support | Gelos Service Desk System |
| Changes to existing, working systems – response within 2 days and resolution within 5 days | Support | Gelos Service Desk System |

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.

The vision of the company is to be an international front runner of innovation, investment and excellence and the current processes limit this goal. The current processes is that it is highly manual and contain lots of steps. There is a lack of automation and hence, the length to close a ticket is very high. The requirements of the manager is to improve the services and processes and there is definitely a lot that can be implemented to make sure the user experience is a smooth one.

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

Q. What is some of the feedback you have gotten from the users?

Q. Can you please provide me some stats or data about support wait times and customer experience feedback?

Q. How often do resolutions take longer than expected?

### 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.

The purpose of the research is to evaluate emerging technologies and their potential to transform lengthy processes within the company and resolve the ICT Service desk problems identified at Gelos. The objectives are to collate information related to emerging technologies, and evaluate methods and tech that has been successful at other companies and analyse ways where it can apply to Gelos. They should be in line with the ICT Governance Policy and Strategic Plan documents to improve operational efficiency and delivery.

1. **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).
2. It must improve current workflow processes and increase the process time of tickets. The information must contribute to the greater goal of Gelos
3. The information must be beneficial and come from a well-versed and reputable source.
4. The information must be evaluated and analysed to rule out any biases or inconsistencies.
5. The information containing ideas must be scalable and be able to contribute to the wider goals of the company.
6. **Outline** at least **4** criteria against which the reliability of the information sources collected on emerging technologies, will be evaluated.
7. It must be from a reputable website and written by an author who has experience in the field. For example a university, education or orgsanisation.
8. The content must be well-written and free from errors
9. The content must also provide good and interesting insight into the subject and display a unique perspective
10. The content should also refer to other authors or articles to cite their ideas.
11. 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) |
| Darrel M West and John R Allen | 2018 | Brookings | How artificial intelligence is transforming the world | https://www.brookings.edu/articles/how-artificial-intelligence-is-transforming-the-world/ |
| Janna Anderson and Lee Rainie | 2018 | Pew Research Center | Artificial Intelligence and the Future of Humans | https://www.pewresearch.org/internet/2018/12/10/artificial-intelligence-and-the-future-of-humans/ |
| Quentin Hardy | 2018 | Harvard Business Review | How Cloud Computing is Changhing Management | https://hbr.org/2018/02/how-cloud-computing-is-changing-management |
| Blend Berisha, Endrit Meziu & Isak Shabani | 2022 | SpringerOpen, Advances, Systems and Applications | Big Data analytics in Cloud computing: an overview | https://journalofcloudcomputing.springeropen.com/articles/10.1186/s13677-022-00301-w |
| Thomas Delaet, Arun Gundaro, Ling Lau, Stephan Scneider and Lars Schor | 2024 | McKinsey Digital | Why your IT organisation should prioritise developer experience | https://www.mckinsey.com/capabilities/mckinsey-digital/our-insights/tech-forward/why-your-it-organization-should-prioritize-developer-experience |
| Luca Galante | 2023 | Platform Engineering.org | What is Platform Engineering? | https://platformengineering.org/blog/what-is-platform-engineering |

### 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:

*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.

From exploring the strategic plan, Gelos Enterprises aims to **enhance collaboration between office-based and remote teams, standardise work processes for improved efficiency, and promote accessibility and inclusivity for team members with vision and hearing impairments.** These objectives align with emerging practices in the ICT sector, as outlined by the ICT Support Manager, the strategic plan, and the digital communications policy. By leveraging technology, streamlining workflows, and providing accessibility features, Gelos Enterprises seeks to create a more connected, efficient, and inclusive work environment, ensuring that all employees can contribute effectively to the organisation's success.

1. **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.

The research aims to address the issue of inadequate collaboration and communication among office-based and remote teams in the company through identifying root causes and suggestion holistic and implementable solutions.

1. **Write** **2** outcomes for your research.

The first outcome could be increased collaboration and communication efficiency between office and remote teams, leading to enhanced productivity and teamwork.

The second outcome could be improved standardisation of work processes across teams, resulting in streamlined operations. This could reduce inefficiencies and provide improved workflows.

1. **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.

**Why is there poor collaboration and communication between office-based and remote teams?**

Because the existing communication tools are not user-friendly for remote team members. Some of the tools may not be designed for vision or hearing-impaired colleagues, hence not enabling them to have the right tools to do their work. Other may be training gaps to properly provision and use remote-work softwares.

**Why are the existing communication tools not user-friendly for remote team members?**

Because they lack features that facilitate real-time interaction and engagement, making it difficult for remote team members to participate effectively. There may also be a lack of initiatives for remote team-bonding activities, resulting in a more disperse and less cooperative workplace.

**Why do the communication tools lack features for real-time interaction and engagement?**

Because the tools were initially designed for in-office use, with little consideration for remote work dynamics and requirements. They most likely lacked features to ensure that employees connect smoothly.

**Why were the tools designed primarily for in-office use?**

Because the organisation historically had a predominantly office-based workforce, and remote work was not a significant consideration during the development phase.

**Why was remote work not a significant consideration during the tool development phase?**

Because there was limited awareness of the benefits and prevalence of remote work at that time, leading to a lack of prioritisation for remote-friendly features in tool development. Remote work was also not as standardised across the industry and was most likely less ingrained as a commonality in work culture.

1. **Develop a plan** for future process evaluations after this one is completed.

The Gelos Enterprises ICT practices and processes will be reviewed:

* Review period: April 2024 – May 2024
* Review date: May 31st 2024
* Reviewer: John Smith

## 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