# Assessment event 2 of 4: Project Report

## 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.

Code | Course name

## Student details

Student name

Student number

Version: 20231120

Date created: 20 November 2023

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# Part 1: Report details

Report to: [Record stakeholders receiving the report]

Report author: [Record your name and job title]

# Part 2: Emerging technologies

## Introduction

Introduce your topic and describe the purpose of this section of the report.

## Findings

Reference information sources in footnotes or reference list.

### Technology 1

Table 1 Research findings

| Criteria | Description |
| --- | --- |
| Name |  |
| Purpose, function, attributes and features |  |
| General design and operating principles |  |
| Advantages |  |
| Organisational opportunities |  |
| Disadvantages |  |
| Organisational threats |  |
| Impact on current technologies and practices |  |
| Overall evaluation of the potential application of this technology for the ICT Service Desk function |  |

### Technology 2

Table 2 Research findings

| Criteria | Description |
| --- | --- |
| Name |  |
| Purpose, function, attributes and features |  |
| General design and operating principles |  |
| Advantages |  |
| Organisational opportunities |  |
| Disadvantages |  |
| Organisational threats |  |
| Impact on current technologies and practices |  |
| Overall evaluation of the potential application of this technology for the ICT Service Desk function |  |

### Technology 3

Table 3 Research findings

| Criteria | Description |
| --- | --- |
| Name |  |
| Purpose, function, attributes and features |  |
| General design and operating principles |  |
| Advantages |  |
| Organisational opportunities |  |
| Disadvantages |  |
| Organisational threats |  |
| Impact on and changes required to current technologies and practices |  |
| Overall evaluation of the potential application of this technology for the ICT Service Desk function |  |

### Conclusion

Evaluation of research findings, selection of one ICT technology to implement and explanation of how it will resolve the ICT problem.

### Recommendations

Table 4 Recommendations

| No. | Action | Job role / Department responsible |
| --- | --- | --- |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

# Part 3: Emerging practices

## Introduction

Introduce your topic and describe the purpose of this section of your report.

## Findings

Reference information sources in footnotes or reference list.

### Practice 1

Table 5 Research findings

| Criteria | Description |
| --- | --- |
| Name |  |
| Purpose, function, attributes and features |  |
| Advantages |  |
| Organisational opportunities |  |
| Disadvantages |  |
| Organisational threats |  |
| Impact on current technologies and practices |  |
| Overall evaluation of the potential application of this practice to employees and the organisation |  |

### Practice 2

Table 6 Research findings

| Criteria | Description |
| --- | --- |
| Name |  |
| Purpose, function, attributes and features |  |
| Advantages |  |
| Organisational opportunities |  |
| Disadvantages |  |
| Organisational threats |  |
| Impact on current technologies and practices |  |
| Overall evaluation of the potential application of this practice to employees and the organisation |  |

### Practice 3

Table 7 Research findings

| Criteria | Description |
| --- | --- |
| Name |  |
| Purpose, function, attributes and features |  |
| Advantages |  |
| Organisational opportunities |  |
| Disadvantages |  |
| Organisational threats |  |
| Impact on current technologies and practices |  |
| Overall evaluation of the potential application of this practice to employees and the organisation |  |

### Conclusion

Evaluation of research findings, selection of one ICT practice to implement and explanation of how it will resolve the ICT problem.

### Recommendations

Table 8 Recommendations

|  |  |  |
| --- | --- | --- |
| No. | Action | Job role / Department responsible |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

### Reference list

Provide references where required, using the Harvard reference style. TAFE NSW Libraries [Researching and Referencing: Referencing Skills](https://tafensw.libguides.com/research/referencing) provides Harvard guides, checklists and resources.