# Assessment event 3 of 4: Skills

## 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

Tiana Zou

Student number

881273817

Version: 20231120

Date created: 20 November 2023

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

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Part 1: Presentation plan

Table 1 Presentation details (delete grey text before submission)

|  |  |
| --- | --- |
| **Presentation element** | **Details** |
| Title | Don’t sweat the small stuff: Using AI-Chatbots and Automation to boost Gelos self-service |
| Audience | This presentation is intended for ICT Managers.  They are experienced in general ICT processes, but not necessarily these technologies or practices where their backgrounds might vary. Presentation will thus be moderate technical presentation, but since remote, visual and engaging. |
| Channel and forum | Synchronous online presentation to remote audience |
| At least 2 legal, regulatory and organisational requirements | These legal, regulatory requirements deal with use of management of personal information:  [Australian Privacy Principles – Australian Privacy Principle 1. Part 1 (open and transparent management of personal information)](https://www.oaic.gov.au/privacy/australian-privacy-principles/read-the-australian-privacy-principles)  [Privacy and Personal Information Protection Regulation 2019](https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0391)  Gelos Enterprises Employee Code of Conduct:  Other internal organisational policy requirements include upholding confidentiality with company information and data. According to Section 2.5 of the policy, employees need to “acknowledge the need for confidentiality as part of your contract of employment (refer to your letter of offer, signed upon commencement of work)”. Additional employees must “only use confidential information in ways that Gelos Enterprises authorise”.  Gelos ICT Governance Policy:  Specifically, Section 6 (Guiding Principles) |
| Presentation goal/s | The goal of the presentation is to inform our peers about the new AI-chatbot and automation in relation to improving resolution of user issues, specifically using the existing self-service knowledge base. |

Table 2 Presentation plan (Add rows as required)

|  |  |  |  |
| --- | --- | --- | --- |
| **Timing (min)** | **Content** | **Audience activity e.g., discussion** | **Aids (including tools and technologies)** |
| 0.5 | Introduction and welcome  - Tiana   * Introduce the team and our topics. |  | PowerPoint presentation |
|  |  |  |  |
| 3 | * Description, Advantages,  and Disadvantages - Adrian * AI Chatbots * AI Automation Practice | - | PowerPoint presentation |
|  |  |  |  |
| 3 | Proposal and decision-making process – Matt   * Issue (in current ICT Service) * Proposed solution (AI-chatbots / automation) * Research justification: AI-chatbots * Research justification: Automatic Practices * Overall Justification |  | PowerPoint presentation  Issue: Gifs displaying existing process  Solutions: Gifs displaying proposed process with new technology + practice |
|  |  |  |  |
| 3 | Summary and Conclusion – Grace   * Summarise the presentation * Conclude the presentation |  | PowerPoint presentation |
|  |  |  |  |
| 2.5 | Discussion and feedback – Tiana   * Discuss about research methodologies * Discuss about legal and regulatory policies * Facilitate a discussion based on our presentation | Facilitated group discussion | PowerPoint presentation |

Table 3 Audience questions

|  |  |
| --- | --- |
| **Question purpose** | **Question** |
| To confirm audiences understanding of the proposals | **What are your thoughts about the topic we presented?** |
| To determine if the proposals support the audience’s needs | **What are some things you learned about emerging technologies from the presentation?** |
| To explore ideas | **Can anyone share something you found interesting?** |
| To request feedback on the proposals | **Does anyone want to share some feedback about the content we presented?** |