ICTICT426

Identify and evaluate emerging technologies and practices

Assessment 3 of 4

Case Study & Role Play

Assessor Guide

Assessment Instructions

Task Overview

This assessment task is divided into two [2] tasks. Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- Learning Material
- ICTICT426_03_Emerging Technologies and Practices Evaluation Policies and Procedures
- ICTICT426_03_IT Architecture Documentation
- IT Landscape Assessment Report_Section II [from assessment 2]
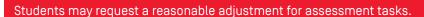
Assessment Information

Submission

You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Bounce Fitness, an established fitness and wellness centre located in Australia, is dedicated to providing top-notch services aimed at enhancing physical health and promoting an active lifestyle among its members. As part of its commitment to innovation and efficiency, Bounce Fitness recognises the importance of staying updated with emerging innovations in the realm of Information and Communication Technology (ICT). With a focus on leveraging technology to streamline operations and enhance member experience, Bounce Fitness seeks to evaluate and integrate cutting-edge ICT solutions tailored to its specific organisational requirements.

As a Technical Support Officer for Bounce Fitness, you are integral to the organisation's technological advancements and strategies. Your role involves recognising the impacts of emerging technologies and practices in the ICT industry and preparing Bounce Fitness for their adoption through the development of strategies.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

As a Technical Support Officer for Bounce Fitness, you must evaluate the emerging technologies and practices you have identified in the previous assessment and determine their impact on the organisation.

To complete this task, you must:

a. Access and review the following:

   i.   Partially completed **IT Landscape Assessment Report** from *Assessment 2*

   ii. **ICTICT426_03_Emerging Technologies and Practices Evaluation Policies and Procedures**

   iii. **ICTICT426_03_IT Architecture Documentation**

b. Conduct a SWOT analysis to evaluate **each** emerging technology and practice identified in *Assessment 2.*

c. Based on the SWOT analysis, identify the potential impact of **each** identified emerging technology and practice on existing organisational technologies and practices.

   In doing so, identify the following for **each** emerging technology and practice:

   i.   The potential positive impact

   ii. The potential negative impact

d. Record all the information on the evaluation of emerging technologies and practices. Use **Section II - Emerging Technologies and Practices Evaluation** of the **IT Landscape Assessment Report** template partially completed in *Assessment 2.*

e. Save and submit your work using the following naming convention:

   <Student Name>_ IT Landscape Assessment Report_Section II

Assessor instructions: Students must complete Section II - Emerging Technologies and Practices Evaluation of the IT Landscape Assessment Report template they partially completed in Assessment 2.

The acceptable responses must:

- Be within the specified word limit.

- Reflect the characteristics described in the exemplar answer.

Benchmark answers, as well as instructions for the assessor, are provided in the **ICTICT426_03_IT Landscape Assessment Report _Section II – Assessor Guide.**

Task 2

To complete this task, you must:

a. Meet with the IT Manager and do the following:

    i. Provide them with a copy of the **IT Landscape Assessment Report** initially completed in this task.

    ii. Discuss the evaluation of the emerging technologies and practices performed as well as the impacts identified in this task.

    iii. Seek feedback on the following:

- Evaluation of **each** identified technology and practice in the report
- Impacts identified in the report

    iv. Conduct the meeting through a **roleplay activity**. Please ensure you, as well as the participant, have read the Role Play instructions below before your meeting.

    v. Record the feedback gathered in the meeting minutes. Use the **Meeting Minutes** template below.

b. Revise your initially completed **IT Landscape Assessment Report** based on the feedback recorded in this task. Save and submit it using the following naming convention.

    <Student Name>_ IT Landscape Assessment Report_Final

Assessor instructions: Students must participate in a role play and revise and finalise their IT Landscape Assessment Report.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.
- Student's minutes of meeting recorded below will need to reflect the conversation and feedback received during their meeting/role play.
- Student's final report will need to reflect the feedback received during their meeting/role play.

Meeting Minutes

Purpose of the Meeting **Assessor instructions**: This must be the reason for conducting the meeting.	
Objective of the Meeting **Assessor instructions**: This must be the outcome or target that the meeting aims to accomplish.	

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Attendees 	1. 2. *Add more items as necessary*
Date and Time	
Place	
Agenda Items 	
1. 2. 3. *Add more items as necessary*	
Other remarks/Comments	

Role play instructions

The meeting must include at least one (1) participant, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role-play, you will need to:

1. Provide the organisational representative with a copy of the initially completed IT Landscape Assessment Report from this assessment with the Section II completed.
2. Discuss the evaluation of the emerging technologies and practices performed as well as the impacts identified in this task.
3. Seek feedback on the following:
   a. Evaluation of **each** identified technology and practice in the report
   b. Impacts identified in the report
4. Use clear and easy-to-understand language when seeking feedback from the organisational representative.
5. Translate industry-specific terminologies into plain English, when necessary.
6. Record the meeting minutes during the roleplay.
7.

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Note:

Organisational Representative: This must be an individual within the organisation who has a direct involvement in the organisation's IT operations. For the purpose of this assessment, the organisational representative is the IT Manager of Bounce Fitness.

Participants' briefing instructions:

IT Department Supervisor

You will act as the IT Manager of Bounce Fitness, whom the student must meet with to:

- Discuss the evaluation of the emerging technologies and practices performed as well as the impacts identified.
- Seek feedback on the following:
- Evaluation of each identified technology and practice in the report
- Impacts identified.

Initial Interaction

- When the student provides you with a copy of their initially completed **IT Landscape Assessment Report**, accept it.
- Browse through and review the IT Landscape Assessment Report provided by the student.

Participating in the Discussion of the Evaluation

- Listen attentively while the student discusses the details of the evaluation performed as well as the impacts identified from the evaluation.
- Follow along to the discussion using the content of the IT Landscape Assessment Report provided to you.
- Engage in the discussion, seeking clarification or additional information where needed. For example,
  - Ask for clarification for any technical terms or concepts that are unclear and ambiguous.
  - Ask to simplify complex explanations to make them more understandable.
  - Request the student to avoid the use of technical jargon or industry-specific terminology that may be unfamiliar to you.
  - Prompt the student to provide definitions for any unfamiliar terms or concepts encountered during the discussion.
  - Ask questions to deepen understanding and facilitate meaningful dialogue on the evaluation findings and potential impacts.
- Acknowledge the evaluation and the impacts discussed by the student.

Providing Feedback

- Once the student has discussed the evaluation and the impacts, provide constructive feedback on the following:
  - The evaluation of the emerging technologies and practices conducted, highlighting areas of strength and potential improvement.

The potential impacts of emerging technologies and practices on existing organisational technologies and practices as outlined in the report. Offer insights or concerns and suggest potential areas for improvement or refinement in the approach or analysis of the evaluation to identify potential impacts.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Assessor instructions:

The student will meet with an organisational represeantive and discuss the evaluation of the emerging technologies and practices performed as well as the impacts identified.

Use the following Observation Checklist to record your observations. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist	
[to be completed by the Assessor]	
Use this checklist while reviewing the recorded role play:	
Did the student:	**Satisfactory/Not Yet Satisfactory**
• Discuss the evaluation of the emerging technologies and practices performed as well as the impacts identified.	☐Satisfactory ☐ Not Yet Satisfactory
• Seek feedback on the following:	☐Satisfactory ☐ Not Yet Satisfactory
o Evaluation of **each** identified technology and practice in the report	

	☐Satisfactory ☐ Not Yet Satisfactory
o Impacts identified in the report	☐Satisfactory ☐ Not Yet Satisfactory

• Use clear and easy-to-understand language when seeking feedback from the organisational representative.
 	
Assessor Instructions:
   o   The student uses vocabulary appropriate to the organisational representative.
   o   The student avoids using ambiguous words.
   o   The student avoids unnecessary complexities in sentence structure.
	☐Satisfactory
	☐ Not Yet Satisfactory

• Translate industry-specific terminologies into plain English, when necessary.
Assessor Instructions:
   o   The student avoids using jargon.
   o   The student defines for unfamiliar terms or concepts.
       For example, the student defines containerisation as a lightweight and portable software packaging method that encapsulates an application and its dependencies.
	☐Satisfactory
	
	☐ Not Yet Satisfactory

• Record the meeting minutes during the roleplay.	☐Satisfactory ☐ Not Yet Satisfactory

Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Task 1 - IT Landscape Assessment Report_Section II	☐
2	Task 2 - Role Play - Meeting Minutes - IT Landscape Assessment Report_Final	☐ ☐ ☐

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	☐ S	☐ NYS

✓

Congratulations, you have reached the end of Assessment 3!