



**ICTICT426**

# **Identify and evaluate emerging technologies and practices**

## **Assessment 4 of 4**

**Case Study & Role Play**

**Assessor Guide**



# Assessment Instructions

## Task Overview

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\_04\_Emerging Technologies and Practices Evaluation Policies and Procedures
- ICTICT426\_04\_IT Architecture Documentation
- ICTICT426\_04\_IT Strategic Plan

## 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.

## Case Study

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 develop strategies that will prepare your organisation for the adoption of the emerging technologies and practices identified in the assessments.

**To complete this task, you must:**

- a. Access and review the following:
  - i. Completed **IT Landscape Assessment Report** from assessment 3.
  - ii. **ICTICT426\_04\_Emerging Technologies and Practices Evaluation Policies and Procedures**
  - iii. **ICTICT426\_04\_IT Architecture Documentation**
- b. Develop strategies to prepare the organisation for **each** emerging technology and practice evaluated in *assessment 3*.

In doing so:

- i. Describe the strategy for **each** emerging technology and practice
- ii. Identify the following:
  - **At least two** organisational objectives based on the described strategy.
  - **At least two** necessary changes required to current organisational technologies and practices to achieve the identified objectives.
  - **At least two** action items based on the identified changes.
  - Considerations for each action item identified.

This must include the following:

- Person responsible
- At least two resources required
- Expected outcome
- Timeline

- c. Record all information on the development of strategies that will prepare your organisation for the adoption of emerging technologies and practices in the **ICTICT426\_04\_IT Strategic Plan** template. Save and submit your work as:

<Student Name>\_IT Strategic Plan\_Draft

**Assessor instructions:** Students must complete IT Strategic Plan.

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\_04\_IT Strategic Plan- Assessor Guide**.

## Task 2

To complete this task, you must:

- a. Meet with the same IT Manager communicated with in *Simulated Workplace Assessment Task 2* and seek feedback on the strategies and organisational response developed.

In doing so,

- i. Provide them with a copy of the initially completed **IT Strategic Plan**.
- ii. Discuss the strategies developed in this task for each identified technology and practice.
- iii. Seek feedback on the following:
  - Strategies developed for **each** identified technology and practice in the plan.
  - Action items identified in the plan
- iv. Record the feedback gathered in the **Meeting Minutes** template below.

- b. Revise your initially completed **IT Strategic Plan** based on the feedback obtained in this task. Save and submit your work as:

<Student Name>\_IT Strategic Plan\_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

<b>Purpose of the Meeting</b>  <b>Assessor instructions:</b> This must be the reason for conducting the meeting.	
--	--

<b>Objective of the Meeting</b>  <b>Assessor instructions:</b> This must be the outcome or target that the meeting aims to accomplish.	
<b>Attendees</b>  <b>Assessor instructions:</b> This must be the individuals who were present during the meeting.	1. 2.  <i>Add more items as necessary</i>
<b>Date and Time</b>	
<b>Place</b>	
<b>Agenda Items</b>  <b>Assessor instructions:</b> This must be the specific aspects or topics related to the evaluation that were scheduled to be discussed during the meeting.  For example, discussion on strategies developed for the emerging technologies and practices and feedback gathering.	
1. 2. 3.  <i>Add more items as necessary</i>	
<b>Other remarks/Comments</b>	

### 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 them with a copy of the initially completed **IT Strategic Plan**.
2. Discuss the strategies developed in this task for each identified technology and practice.
3. Seek feedback on the following:
  - a. Strategies developed for **each** identified technology and practice in the plan.
  - b. Action items identified in the plan

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.

**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 strategies developed for each identified technology and practice.
- Seek feedback on the following:
  - Strategies developed for each identified technology and practice
  - Action items identified

**Initial Interaction**

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

**Participating in the Discussion of the Strategies**

- Listen attentively while the student discusses the details of the strategies and action items developed.
- Follow along to the discussion using the content of the IT Strategic Plan 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 strategies and action items developed.
- Acknowledge the strategies and action items discussed by the student.

**Providing Feedback**

- Once the student has discussed the evaluation and the impacts, provide constructive feedback on the following:

- The strategies developed, sharing any concerns or suggestions for improvement based on your expertise and knowledge of the organisation.
- The proposed action items as outlined in the report. Offer insights on the practicality and effectiveness of each action item and provide valuable input to enhance their effectiveness and success.

### 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 representative 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.

<b>Observation Checklist</b>	
<i>[to be completed by the Assessor]</i>	
Use this checklist while reviewing the recorded role play:	
<b>Did the student:</b>	<b>Satisfactory/Not Yet Satisfactory</b>
○ Provide them with a copy of the initially completed <b>IT Strategic Plan</b> .	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
● Discuss the strategies developed in this task for each identified technology and practice.	<input type="checkbox"/> Satisfactory

	<input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> <li>○ Seek feedback on the following:</li> </ul>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> <li>○ Strategies developed for <b>each</b> identified technology and practice in the plan.</li> </ul>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> <li>● Use clear and easy-to-understand language when seeking feedback from the organisational representative.</li> </ul> <p><b>Assessor Instructions:</b></p> <ul style="list-style-type: none"> <li>○ The student uses vocabulary appropriate to the organisational representative.</li> <li>○ The student avoids using ambiguous words.</li> <li>○ The student avoids unnecessary complexities in sentence structure.</li> </ul>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> <li>● Translate industry-specific terminologies into plain English, when necessary.</li> </ul> <p><b>Assessor Instructions:</b></p> <ul style="list-style-type: none"> <li>○ The student avoids using jargon.</li> <li>○ 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.</li> </ul>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> <li>● Record the meeting minutes during the roleplay.</li> </ul>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory



# Assessment submission checklist

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

1	Task 1 - <Student Name>_IT Strategic Plan_Draft	<input type="checkbox"/>
2	Task 2 <ul style="list-style-type: none"><li>- Role Play</li><li>- Meeting Minutes</li><li>- &lt;Student Name&gt;_IT Strategic Plan_Final</li></ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

## Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory (S) or Not Yet Satisfactory (NYS).

<b>Assessor comments:</b>	<input type="checkbox"/> S	<input type="checkbox"/> NYS
---------------------------	----------------------------	------------------------------

  
**Congratulations, you have reached the end of Assessment 4!**

### © 2023 Precision Group (Australia)

No part of this resource may be reproduced in any form or by any means, electronic or mechanical, including photocopying or recording, or by an information retrieval system without written permission from Precision Group

(Australia). Legal action may be taken against any person who infringes their copyright through unauthorised copying.

These terms are subject to the conditions prescribed under the Australian Copyright Act 1968.

### © UP Education Online Pty Ltd 2023

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.

### WARNING

This material has been reproduced and communicated to you by or on behalf of UP Education in accordance with section 113P of the *Copyright Act* 1968 (the Act).

The material in this communication may be subject to copyright under the Act. Any further reproduction or communication of this material by you may be the subject of copyright protection under the Act.

Do not remove this notice.