



Unit: Professional Issues in IT

Assignment : Using a global IT organisation to examine all of the professional issues they will encounter

20 Credit Version

Sample Marking Scheme

Markers are advised that, unless a task specifies that an answer be provided in a particular form, then an answer that is correct (factually or in practical terms) **must** be given the available marks. If there is doubt as to the correctness of an answer, the relevant NCC Education materials should be the first authority.

This marking scheme has been prepared as a **guide only** to markers and there will frequently be many alternative responses which will provide a valid answer.

Each candidate's script must be fully annotated with the marker's comments (where applicable) and the marks allocated for each part of the tasks.

Throughout the marking, please credit any valid alternative point.

Where markers award half marks in any part of a task, they should ensure that the total mark recorded for the task is rounded up to a whole mark.

Marker's comments:

Moderator's comments:

Mark:

Moderated mark:

Final mark:

Task	Guide			Maximum Marks
	0-5 marks	6-10 marks	11-15 marks	
1 LO1	<p>Basic identification of an ethical framework.</p> <p>Basic identification of how this is implemented in the areas of social, legal and workforce enforcement.</p> <p>Basic discussion on how this is applied by the organisation internationally.</p> <p>Limited or vague description of any standards employed by the organisation.</p> <p>Limited or vague description of their organisation's code of ethics.</p>	<p>Acceptable identification of an ethical framework that the organisation uses.</p> <p>Acceptable discussion on how this is applied by the organisation internationally.</p> <p>Acceptable identification of how this is implemented in the areas of social, legal and workforce enforcement.</p> <p>Acceptable explanation of any standards employed by the organisation.</p> <p>Acceptable description of their organisation's code of ethics, including both the aims and constraints sections.</p>	<p>Excellent identification of an ethical framework that the organisation uses.</p> <p>Excellent discussion on how this is applied by the organisation Internationally.</p> <p>Excellent identification of how this is implemented in the areas of social, legal and workforce enforcement.</p> <p>Excellent explanation of any standards employed by the organisation.</p> <p>For the maximum marks there should be in-depth details regarding their organisation's code of ethics, including both the aims and constraints sections.</p>	
2 LO2	<p>Limited or vague understanding that Project Management methodologies exist within a Systems Development Lifecycle, and that they have sections</p>	<p>Acceptable understanding that Project Management methodologies exist within a Systems Development Lifecycle, and that they have sections</p>	<p>Shows excellent understanding that Project Management methodologies exist within a Systems Development Lifecycle and shows a thorough</p>	

15

Task	Guide 0-5 marks	6-10 marks	11-15 marks	Maximum Marks
	<p><i>for planning, management and control.</i></p> <p><i>Limited or vague application of the selected methodology (e.g Prince2) to the organisation's project.</i></p> <p><i>Limited or vague attempt to identify that the Initiation Phase is the most important phase .</i></p> <p><i>Limited or vague discussion of any strategies for the development and maintenance of projects.</i></p>	<p><i>for planning, management and control.</i></p> <p><i>Acceptable application of the selected methodology (e.g Prince2) to the organisation's project.</i></p> <p><i>Acceptable identification that the Initiation Phase is the most important, as well as evidence of understanding of all the other phases.</i></p> <p><i>Acceptable discussion of any strategies for the development and maintenance of projects.</i></p>	<p><i>understanding that they have sections for planning, management and control.</i></p> <p><i>Excellent application of the selected methodology (e.g Prince2) to the organisation's project.</i></p> <p><i>Excellent identification that the Initiation Phase is the most important phase. Also an excellent discussion of all the phases is evident.</i></p> <p><i>Excellent discussion of any strategies for the development and maintenance of projects, with evidence as why these were employed.</i></p>	<hr/> <p style="text-align: right;">15</p>

Task	Guide			Maximum Marks
	0-5 marks	6-10 marks	11-15 marks	
3 LO3 LO4	<p><i>Limited or vague identification of the approach to software deployment the organisation has taken.</i></p> <p><i>Limited or vague discussion on how the organisation has approached any of the problems commonly associated with software deployment, for example type of release, documentation and training, when deploying their software.</i></p>	<p><i>Acceptable identification of what approach to software deployment the organisation has taken and why it has chosen to deploy its software in this way.</i></p> <p><i>Acceptable discussion on how the organisation has approached any of the problems commonly associated with software deployment, for example type of release, documentation and training. An attempt at analysis of Risk is evident.</i></p>	<p><i>Excellent identification as to what approach to software deployment the organisation has taken and why it has chosen to deploy its software in this way.</i></p> <p><i>Excellent discussion on how the organisation has approached any of the problems commonly associated with software deployment, for example type of release, documentation and training. Costings of deployment, the Quality Plan and Risk are analysed.</i></p>	<hr/> <p style="text-align: right;">15</p>

Task	Guide			Maximum Marks
	0-5 marks	6-10 marks	11-15 marks	
4 LO4	Limited or vague explanation of a chosen project.	Acceptable explanation of a chosen project.	Excellent explanation of a chosen project.	
	Limited attempt to apply appropriate tools and techniques to create a Risk Plan for the chosen project in the organisation.	Acceptable attempt to apply appropriate tools and techniques to create a Risk Plan for the chosen project in the organisation.	Excellent attempt to apply appropriate tools and techniques to create a Risk Plan for the chosen project in the organisation.	
	Limited or vague explanation and analysis of Risk Management tools and techniques that have been chosen to produce the Risk Plan.	Acceptable explanation and analysis of Risk Management tools and techniques that have been chosen to produce the Risk Plan.	Excellent explanation and analysis of Risk Management tools and techniques that have been chosen to produce the Risk Plan.	
				15
5 LO5	Limited or vague identification of a client of the organisation that has received ITSM services.	Acceptable identification of a client of the organisation that has received ITSM services.	Excellent identification of a client of the organisation that has received ITSM services.	
	Limited or vague evaluation is given of the ITSM service that the organisation has given to this client.	Acceptable evaluation is given of the ITSM service that the organisation has given to this client.	Excellent critical evaluation is given of the ITSM service that the organisation has given to this client.	
	Limited or vague evaluation of appropriate management techniques that were/could have been applied to a problem situation for this client in order to achieve any objectives.	Acceptable evaluation of appropriate management techniques that were/could have been applied to a problem situation for this client in order to achieve any objectives.	Excellent critical evaluation and a full description of appropriate management techniques that were/could have been applied to a problem situation for this client in order to achieve any objectives.	

Task	Guide			Maximum Marks
	0-5 marks	6-10 marks	11-15 marks	
	<i>Limited or vague identification of the ITSM focus is given, including international standards and frameworks employed.</i>	<i>Acceptable Identification of the ITSM focus is made clear, including international standards and frameworks employed.</i>	<i>achieve any objectives. Excellent identification of the ITSM focus is made very clear, including international standards and frameworks employed.</i>	15
6 LO6	<p><i>Limited or vague identification of what software quality means.</i></p> <p><i>Limited or vague description of the software quality policies and procedures that exist in the organisation.</i></p> <p><i>Limited or vague explanation of the measurement of 'quality factors'.</i></p> <p><i>Limited or vague explanation of how software quality is measured using software quality management metrics.</i></p> <p><i>Limited or vague discussion of the advantages/ disadvantages of the method of measuring software quality that the organisation employs.</i></p>	<p><i>Acceptable identification of what software quality means.</i></p> <p><i>Acceptable description of the software quality policies and procedures that exist in the organisation.</i></p> <p><i>Acceptable explanation of the measurement of 'quality factors'.</i></p> <p><i>Acceptable explanation of how software quality is measured using software quality management metrics, with examples.</i></p> <p><i>Acceptable discussion of the advantages/ disadvantages of the method of measuring software quality that the organisation employs, with examples.</i></p>	<p><i>Excellent description of what software quality means.</i></p> <p><i>Excellent description of the software quality policies and procedures that exist in the organisation.</i></p> <p><i>Excellent explanation of the measurement of the 'quality factors', with examples.</i></p> <p><i>Excellent explanation of how software quality is measured using software quality management metrics, with examples.</i></p> <p><i>Excellent discussion of the advantages/ disadvantages of the method of measuring software quality that the organisation employs, with examples.</i></p>	15

Task	0-3 marks	4-6 marks	7-10 marks	Maximum Marks
7 LO1	<p><i>Provides a brief description of the learning that occurred and a somewhat superficial analysis of its importance.</i></p> <p><i>Produces a simple action plan that gives limited or vague detail on the activities that need to take place in order to improve learning or practice.</i></p>	<p><i>Provides a description of the learning that occurred supported by some analysis which would benefit from more substance.</i></p> <p><i>Produces a sensible action-orientated action plan that provides some detail on activities that need to take place in order to improve learning or practice.</i></p>	<p><i>Provides an in-depth description of the learning that occurred and a developed analysis of its importance.</i></p> <p><i>Produces a comprehensive, action-orientated action plan that details clear activities that need to take place in order to improve learning or practice.</i></p>	<hr/> 10

Learning Outcomes matrix

Task	Learning Outcomes assessed	Marker can differentiate between varying levels of achievement
1	1	Yes
2	2	Yes
3	3, 4	Yes
4	4	Yes
5	5	Yes
6	6	Yes
7	all	Yes

Grade descriptors

Learning Outcome	Pass	Merit	Distinction
Understand the social, ethical and professional issues essential to the IT profession	Demonstrate adequate level of understanding	Demonstrate robust level of understanding	Demonstrate highly comprehensive level of understanding
Understand a project management life cycle and associated techniques	Demonstrate adequate level of understanding	Demonstrate robust level of understanding	Demonstrate highly comprehensive level of understanding
Understand how to deploy a software application	Demonstrate adequate deployment of an application	Demonstrate sound and appropriate deployment of an application	Demonstrate highly effective deployment of an application
Understand risks and the management of them in software projects	Demonstrate adequate level of understanding	Demonstrate robust level of understanding	Demonstrate highly comprehensive level of understanding
Understand the principles and techniques of IT service management	Demonstrate adequate level of understanding	Demonstrate robust level of understanding	Demonstrate highly comprehensive level of understanding
Be able to design software quality policies and procedures	Demonstrate ability to perform the task	Demonstrate ability to perform the task consistently well	Demonstrate ability to perform the task to the highest standard