



**Unit:
Professional Issues in IT**

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

20 Credit Version

Sample Assignment

Important notes

- Please refer to the *Assignment Presentation Requirements* for advice on how to set out your assignment. These can be found on the NCC Education website. Click on 'Policies & Advice' on the main menu and then click on 'Student Support'.
- You must read the NCC Education documents *What is Academic Misconduct? Guidance for Candidates* and *Avoiding Plagiarism and Collusion: Guidance for Candidates* and ensure that you acknowledge all the sources that you use in your work. These documents are available on the NCC Education website. Click on 'Policies & Advice' on the main menu and then click on 'Student Support'.
- You **must** complete the *Statement and Confirmation of Own Work*. The form is available on the NCC Education website. Click on 'Policies & Advice' on the main menu and then click on 'Student Support'.
- Please make a note of the recommended word count. You could lose marks if you write 10% more or less than this.
- You must submit a paper copy and digital copy (on disk or similarly acceptable medium). Media containing viruses, or media that cannot be run directly, will result in a fail grade being awarded for this assessment.
- All electronic media will be checked for plagiarism.

Introduction

This assignment requires you to demonstrate knowledge and skills you have acquired throughout the course of this module by producing a 4,000 word, fully referenced, academic report that addresses the tasks given below. In order to complete the assignment, you will need to choose an appropriate organisation to research.

Choosing an appropriate organisation

Step 1: Research global IT companies that currently exist. These organisations should:

- Be leading IT companies that are known for driving innovation around the world in such areas as consulting, outsourcing, technology and services
- Provide in demand IT services such as cloud computing, privacy, online security etc

Step 2: Once you have a good understanding of the organisations within the industry, you should select one to base your assignment on. You should identify the following information about your chosen organisation:

- Social, ethical and professional issues essential to the IT profession that are present within the organisation and the standards used to overcome any problems.
- A clear, identifiable project management lifecycle and associated techniques that can be analysed and evaluated.
- Evidence of a software application deployment, where you can analyse the potential risks and problems that have occurred
- Information relating to risks and the management of them within an IT project, including risk management techniques and strategies.
- The organisation's IT Service Management (ITSM), including its focus and standards employed and information on management techniques to achieve the organisations objectives.
- Software quality policies and procedures that exist in the organisation and software quality management metrics employed.

Sources for Researching Your Organisation

You can use web resources to enable you to understand the context in which your organisation operates, however, do not limit yourself to web-based sources of information. You should also use academic, industry and other sources.

Research and make notes on the following:

- Current information and knowledge of professional issues in IT
- Current challenges within professional issues in IT

An example of the type of organisation to use is found below:

Infosys

Infosys is an Indian Multi National Company that provides IT solutions to its clients through business process consulting, software development and business process outsourcing services.

Infosys had around 200,000 employees by the end of March 2017 and its headquarters are located in Bengaluru, Karnataka, India. The company is also known for its high gender diversity as it has around 36% of women in its workforce across the world.

Infosys was the second largest Indian IT company by 2017 and is ranked as the 10th largest IT company in the world in terms of revenue.

Out of its total workforce, more than 75% are software professionals, 15-20% are working in its Business process mapping arm and the remaining are engaged in technical support and sales projects. It was India's first IT company which was able to exceed an annual revenue of US\$100 million in the year 2000, US\$1 billion in 2004 and US\$10.21 billion in 2017.

The website is www.infosys.com

Do NOT use Infosys as the company for your assignment. This is just an example. You must choose a company yourself.

Once you have chosen a suitable company you need to check to make sure you can find out about all the different requirements listed in step 2 above.

Assignment notes

You are to produce a single 4000 word academic report that covers the questions laid out below. You must also include a 200 word overview of your chosen organisation and a bibliography/references section, **neither** of which are included in your word count.

Task 1 – 15 Marks

Ethics within the IT industry is very subjective. Organisations are becoming more aware of the serious impact ethical or unethical behaviour can have, not only internally with their workforce but also externally (e.g. market share, legal ramifications).

You need to be able to identify the social, ethical and professional issues identified as essential to the IT profession that have been concerns within your organisation and the standards used to overcome any problems. More specifically, you should:

- Discuss the significance of the organisation's code of ethics.
- Discuss how this is implemented and how successfully it is in the areas of social, legal and workforce enforcement.
- Explain any standards that your organisation employs.

Task 2 – 15 Marks

As a large, global organisation, your company will have undertaken many new projects and for each of these a business case would have been prepared to facilitate decision-making on whether the proposed project was viable.

Identify a large project that your organisation has undertaken and using a recognised project management lifecycle model, critically discuss each phase of the lifecycle, identifying those phases that are the most important. You should explain the strategies undertaken when developing this project.

Task 3 – 15 Marks

Software deployment is an overview term within the IT industry to encompass any processes that result in software systems utilisation from beginning to end. A formal software deployment strategy should have been generated before the time of deployment, ideally during the planning approach that ties both parties to a proactive approach.

ITIL (the Information Technology Infrastructure Library) has been responsible for many IT related best practise approaches, has released a deployment management framework. Identify which approach to software deployment your chosen organisation has taken and explain why it has chosen to deploy its software in this way. Critically discuss how the organisation has approached any of the problems commonly associated with software deployment, for example type of release, documentation and training.

Task 4 – 15 Marks

There are many approaches to managing risk within a project that allows the risk to be understood, analysed and managed.

Focusing on a project that your organisation has undertaken, you should:

- Describe the project in detail
- Apply appropriate tools and techniques to create a detailed *Risk Plan*.
- Analyse and evaluate the method you have chosen.

Task 5 – 15 Marks

IT Service Management (ITSM) is customer focused and as such overlaps with an organisation's business service management approach. ITSM provides IT services from the perspective of the client and their business needs.

Identify a client to which your organisation has provided such a service. Provide a detailed description of this service, providing a clear insight into your organisation's IT Service Management (ITSM) for this client. Evaluate the management techniques used to achieve the organisations objectives. Identify the ITSM focus and what international standards and frameworks were employed.

Task 6 – 15 Marks

Software quality definitions vary, and one overriding definition is hard to reach. Because of this it is defined in other ways – conformance to requirements and fitness for purpose are two of the most common. For software to be reliable it must fulfil it's intended purpose and be measurable (metrics).

- Identify the *software quality* policies and procedures that exist in your chosen organisation and describe in detail the measurement of *quality factors*.
- Discuss how software quality is measured using *software quality management metrics*.
- Discuss the advantages/disadvantages of the method of *measuring software quality* that your organisation employs.

Task 7 – 10 Marks

Using the Rolfe, G., Freshwater, D. and Jasper, M. (2001) model, critically review the learning that you have undertaken in order to complete this assignment.

Based upon your learning, your reflection should include a description; an analysis and; an action plan in order to bring about improvements in the future.

Guidance

Consult your tutor if you are uncertain about any aspect of the assignment. You should apply theory to your chosen organisation at all stages. In other words, you must provide contextualisation of information and knowledge, etc. in the organisation, analysed through the application of relevant literature. It is not enough to just describe your chosen organisation and cite links to a website.

Submission requirements

- A single word-processed document containing all material pertaining to all tasks.
- The word count is 4000 words, not including the appendices.
- The document should be properly structured as an essay with a bibliography (online and literature sources) and appendices (where necessary). Refer to the Assignment Presentation Requirements for more information (see front cover).
- Produce clear and specific reasoning to justify answers.

Candidate checklist

Please use the following checklist to ensure that your work is ready for submission.

- Have you read the NCC Education documents *What is Academic Misconduct? Guidance for Candidates and Avoiding Plagiarism and Collusion: Guidance for Candidates* and ensured that you have acknowledged all the sources that you have used in your work?
- Have you completed the *Statement and Confirmation of Own Workform* and attached it to your assignment? **You must do this.**
- Have you ensured that your work has not gone over or under the recommended word count by more than 10%?
- Have you ensured that your work does not contain viruses and can be run directly?