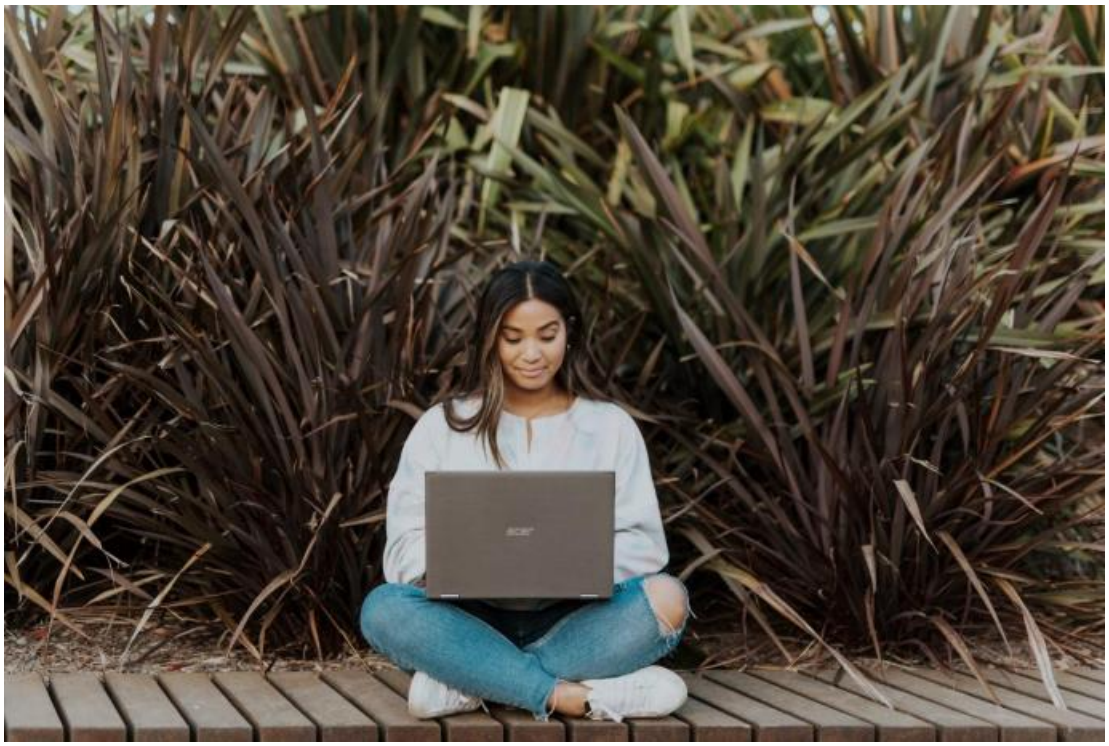

BSBSMB412

Introduction to cloud computing into business operations

Assessor Guide Assessment 1 of 2

Short Answer Questions

SWINBURNE OPEN EDUCATION

Version 1.0 April 2021

Assessment Instructions

Overview

To be assessed as competent for this unit of competency, you must demonstrate your skills and knowledge to introduce cloud computing into business operations.

This assessment task is divided into six (6) short answer questions. Read each question carefully before typing your response into the spaces provided.

Additional resources

To complete the assessments students, need to have access to:

- A computer with internet and email access and a working web browser
- Computer Software:
    - MS Word
    - MS Excel
    - Adobe Acrobat Reader

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 LMS. 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.

Assessment 1 Requires	
☐	Six (6) short answer questions

Submission Requirements

To be eligible to be deemed competent in this assessment, you must submit this assessment document.

Once you believe you have answered all the required questions, save this Word document as a PDF file, and upload it to the Learning Management System (LMS). Word documents will not be accepted.

How to save your word document as a PDF file

Windows: Word 2013 and newer

Choose File > Export > Create PDF/XPS.

Windows: Word 2010

1. Click the **File** tab
2. Click **Save As**
    - To see the **Save As** dialogue box in Word 2013 and Word 2016, you have to **choose a location** and **folder**
3. In the **File Name** box, enter a name for the file, if you haven't already
4. In the **Save as** type list, click **PDF** (*.pdf).
    - If you want the file to open in the selected format after saving, select the *Open file after publishing* check box.
    - If the document requires high print quality, click *Standard* (publishing online and printing).
    - If the file size is more important than print quality, click *Minimum size* (publishing online).
5. Click **Options** to set the page to be printed, to choose whether markup should be printed, and to select output options. Click **OK** when finished.
6. Click **Save.**

macOS: Office for Mac

To save your file as a PDF in Office for Mac, follow these easy steps:

1. Click the **File**
2. Click **Save As**
3. Click **File Format** towards the bottom of the window
4. Select **PDF** from the list of available file formats
5. Give your file a **name** if it doesn't already have one, then click **Export**

For more detailed instructions, refer to Microsoft Support.

Question 1

In your own words, explain what cloud computing is. Your answer must include a reference to where you sourced your information. (word count 40-80 words)

Question 1 Marking Guide

The student must explain what cloud computing is. The wording may vary in their responses. However, the response must correspond to the benchmark answer provided below.

Cloud computing, or 'the cloud', is an internet-based computing solution where applications, servers, storage and platform are shared and accessed by multiple users from a single system. It allows users to access their computer data and applications using other computers and/or mobile devices.

The student must indicate the reference where they sourced their response.

Question 2

In your own words, explain virtualisation in relation to cloud-based computing. Your answer must include a reference to where you sourced your information. (word count 50-120 words)

Question 2 Marking Guide

The student must explain what virtualisation is in relation to cloud computing. The wording may vary in their responses. However, the response must correspond to the benchmark answer provided below.

Virtualisation is the process of creating a virtual environment on an existing server to run your desired program without interfering with any of the other services provided by the server or host platform to other users. The virtual environment can be a single unit or a combination of many, such as operating systems, network or application servers, computing environments, storage devices and other similar environments.

Virtualisation makes it possible to run multiple operating systems and multiple applications on the same server simultaneously. It makes servers, workstations, storage and other systems independent of the physical hardware.

The student must indicate the reference where they sourced their response.

Question 3

The following are different fundamentals of cloud computing. In your own words, describe each fundamental. Your answer must include a reference to where you sourced your information. (total word count 200 – 300 words, approximately 50-75 words for each fundamental)

Question 3 Marking Guide

The student must explain each fundamental below. The wording will vary; however, the responses must correspond to the benchmark answers provided. The student must indicate the reference where they sourced their response

Fundamental	Description
Security	There is a higher level of security in place through encryption, password access, security codes, and additional security questions needed to

	access a cloud-based system. This minimises the risk of individuals accessing unauthorised information. There is no longer a need to house paper-based documentation by storing the data in the cloud, which further reduces the risk of security breaches regarding information and data.
Data loss prevention	Cloud-based computing services automatically save data. For example, if operating a cloud-based accounting system such as Xero, data is saved as soon as it is entered. This drastically reduces the loss of data due to hardware or software issues on computers and laptops etc. There is no longer a need to have data stored in several backups in case of equipment malfunction.
Privacy	Data stored in the cloud cannot be accessed without the appropriate authorisation. This ensures that information is securely maintained and only available to those with permission to retrieve personal and business data, e.g. payroll officers accessing personal information to complete payment summaries, process payroll, process superannuation payments, etc.
Online technical support	Technical support for cloud systems can be accessed directly online through chat lines. Most cloud based systems also have a support area that provides guidance and manuals on how to complete specific tasks for the service being provided. Helplines are also available. This reduces the need to wait for an IT or service provider to come onsite to assist with problems, minimising wastage of time and money.

Question 4

Describe how to undertake a cost-benefit analysis for a cloud-based computing system. (word count 60-120 words)

Question 4 Marking Guide

The student must describe the steps followed in undertaking a cost-benefit analysis for a cloud-based computing system. The wording may vary. However, the responses must correspond to the benchmark answers provided below.

To complete a basic cost-benefit analysis, it is necessary to complete the steps below:

Step 1: Identify all costs of each cloud-based computing system, using the same time values, both actual and potential:

- Include implementation costs, consultancy fees, payroll, admin resources (printing costs, time, and additional software), machinery hire and maintenance.
- Identify risks such as employee time lost due to involvement in specifying, testing, and accepting the new application. Assign monetary values to intangible actions.
- Add all costs to arrive at a total cost value of the project/option.

Step 2: Identify benefits and opportunities, both tangible and intangible, as well as real and potential:

- Include payroll savings, environmental issues such as saving on energy and printing costs,

  improved health and safety, improved morale due to a better quality of life resulting from decentralised work, outsourcing of resources or intellectual property.
- Assign monetary values.
- Add all monetary values for a total value of benefits.

Step 3: Compare all options to identify the most appropriate option for implementation:

- If the Costs are greater than the Benefits, then the option is not viable.
- If the Benefits are greater than the Costs, then the option is viable.
- If the Costs = Benefits (or are close together), investigate further with more detailed calculations.

Question 5

Describe the steps taken when preparing a budget for setting up a cloud-based computing system? (word count 150 -250 words)

Question 5 Marking Guide

The student must describe the steps followed in preparing a budget for a cloud-based computing system. The wording may vary. However, the responses must correspond to the benchmark answers provided below.

- Review the internet service provider fees – check if they have different plans available and if these are scalable according to users and traffic.
- Identify when migration will take place and clarify any scheduling which may be required.
- Calculate how the migration will affect clients and other processes.
- Calculate the cost of any downtime.
- Investigate savings on energy and environmental rebates.
- Include the revenue from selling redundant hardware if it couldn't be exchanged for new hardware. Include the cost of securing any redundant equipment by removing all information stored on each device.
- Determine migration costs and schedule if not included in the provider agreement.
- Include the costs of additional applications which may be purchased to support the system.
- Identify any income from selling/sharing services with a third party.
- Include all planning stages and associated costs – travel, consultants' fees, admin costs, etc.
- Estimate the costs for any training which will be provided to employees.

Question 6

The following are considerations when using services provided by cloud-based computing providers. For each consideration, give a summary of business protocols that need to be followed when using these services. (total word count 500 -600 words, 50- 100 words for each consideration)

Question 6 Marking Guide

The student must summarise the business protocols that need to be followed when using these services for each consideration listed.

Consideration	Summary of Business Protocols
Competency	The response may cover but is not limited to the following discussion points. • Evaluate the provider's capabilities to deliver the service as advertised and compare to the business needs. • If possible, seek feedback or reviews from their existing customers to find out if they are happy with the service.
Capacity	The response may cover but is not limited to the following discussion points. • Evaluate the capacity of the provider to offer the service and how quickly they can respond to market influences. • Confirm the security and privacy protocols of the service. • Confirm the availability of training and ongoing support. • Determine if they have resources and appropriate processes to address internal issues such as staffing stability and security.
Control	The response may cover but is not limited to the following discussion points. • Establish and confirm the controls and who is responsible for managing the service. Is it a public, private or hybrid service? • Financial liquidity. • Research and evaluate the financial health of the provider. How many customers do they have, what is their reputation etc.?
Price	The response may cover but is not limited to the following discussion points. • Include a cost-benefit analysis of each provider to determine if their services will benefit the business.
Communication	The response may cover but is not limited to the following discussion points. • Ensure the provider has procedures in place to communicate in the event of a crisis that affects clients. • Confirm communication channels and schedules. Chat lines, direct emails and notifications directly from within the service, e.g. Xero provides notifications directly on the site when a user has logged in.
Reliability	The response may cover but is not limited to the following discussion points. • Confirm the terms of any contract with the provider to ensure that they are reliable and will deliver their service consistently (time, cost, quality).

Congratulations, you have reached the end of Assessment 1!

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