

ICTSAD502

Model data processes

Assessment 2 of 5

Case Study

Assessor Guide



Assessment Instructions

Task Overview

This Portfolio assessment is divided into four [4] parts. Read the scenario in Part A and complete the associated tasks in Parts B, C and D. Case study tasks include completing simulated workplace documentation and/or templated written communication, such as emails.

Please type all responses into the spaces 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

ICTSAD502_02_Case Study_Scenario documents [compressed/zipped folder] - This folder contains the following scenario documents and templates required for completing the tasks in this assessment.

- AUS Retail_Email_template.docx
- AUS Retail_Questionnaire_template.docx
- AUS Retail_Data source identification policy.pdf
- AUS Retail_Current system data flow diagram.pdf
- AUS Retail_Stakeholder communication policy.pdf
- AUS Retail_Procedure for data process modelling.pdf

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.

Part A: Case study scenario

All tasks in this assessment refer to a simulated environment where conditions are typical of a work environment that is experienced in the systems analysis and design field of work. The scenario relates to a fictitious retail business organisation called 'AUS Retail'.

Read the case study scenario carefully before completing the tasks in Part B.

A1. Client's business requirements

- **Company background and client requirements**

AUS Retail started as a single retail store based in Sydney, NSW. They now have retail store locations across several other states and territories in Australia and the business continues to grow.

AUS Retail's management wants to further expand the business to an online retail environment. The increasing amount of reports on data breaches and security incidents in the online business space has raised many concerns for AUS Retail's management. Therefore, they want to ensure that security is paramount in designing the online retail system.

- **New project details**

The organisation requires the new online retail operations to be able to handle sensitive customer data, secure financial transactions and protect against potential threats.

The management had specifically requested for a high-level version of the process model of the secure online retail system to be developed initially using 'Context' and 'Level-1 Data Flow' diagrams. Subsequently, they will need a more detailed version of a selected process to be modelled using a 'BPMN' diagram. The management also expects the diagrammatic models and all associated documents prepared for this project to include complete and up-to-date information.

The management has informed you of the current limitations for conducting any direct observations, staff interviews and facilitated workshops due to the extremely busy work schedules of staff members in all AUS Retail departments. Therefore, utilising other suitable methods for information gathering is recommended.

- **Your role**

You work at AUS Retail as a **Systems Design Analyst / Process Modeler**. You are responsible for gathering process data and business information to model relevant data processes for the proposed online retail system for AUS Retail.

- **Project sponsors and key stakeholder contacts**

The key project sponsors are the following AUS Retail stakeholders to whom you must directly report regarding the project's progress.

- Chief Financial Officer (CFO); Karen Jones (Karen.Jones@ausretail.com.au)
- Head of Operations; Daniel Brown (Daniel.Brown@ausretail.com.au)

A2. Working environment

You will work in an online workspace, where you must collaborate with stakeholders using appropriate computer technology and special-purpose tools as outlined in sections A3 and A4.

You must demonstrate consistent performance whilst working from home under safe conditions. Therefore, set up your computer equipment safely before commencing work according to [workstation-setup_infographic_july2023.pdf \[safeworkaustralia.gov.au\]](#).

Note: It is expected that when working from home, you are likely to experience interruptions due to noise levels, production flow and time variances typical of those experienced in a work-from-home environment.

A3. Special-purpose tools, equipment and resources

To carry out the assigned job tasks in the systems analysis and design field of work:

- you must have access to special-purpose tools and equipment such as:
 - a computer installed with an operating system (preferably Windows)
 - a reliable internet connection

- you are provided with the following organisational resource documents and templates.
 - **AUS Retail_Data source identification policy.pdf** – This document outlines information about the organisation's internal systems and data sources.
 - **AUS Retail_Current system data flow diagram.pdf** – Documents the information systems and data processes related to AUS Retail's main business operations.
 - **AUS Retail_Stakeholder communication policy.pdf** – includes organisational procedures, communication protocols and standards used when engaging with key stakeholders in the organisation for seeking input and feedback on the data process modelling project.
 - **AUS Retail_Email_template.docx** – This template is referred to in the 'AUS Retail_Stakeholder communications policy.pdf' and must be used when drafting emails to AUS Retail's stakeholders.
 - **AUS Retail_Questionnaire_template.docx** – This template is referred to in the 'AUS Retail_Procedure for data process modelling.pdf' and should be used when gathering business functions, data and process requirements from Stakeholders/Clients.
 - **AUS Retail_Procedure for data process modelling.pdf** - Includes information on process modelling procedures and methodologies that should be followed.

A4. Industry software packages,

You must use the following industry software packages to carry out the job tasks assigned to you.

- Web browsing software (e.g. Microsoft Edge, Firefox, Chrome, Safari).
- Microsoft Office software (e.g. WORD, PowerPoint, Excel).
- A PDF reader.

Part B: Develop scope of model

To complete this part of the assessment, you are required to:

- read the scenario in Part A
- critically analyse the scenario details and the organisational documentation to gather requirements
- use the template provided in the 'Answer:' section to document the modelling information gathered.

Tasks:

Identify and document the modelling information relevant to the new project using sections A to E in 'Table 1- Process identification and scoping document' according to the following guidelines.

1. Document the project details using section 'A'.
2. Identify and list three (3) data processes that need to be modelled according to the new projects' requirements under section 'B'.
3. Identify and list five (5) sources of information that can provide details of AUS Retail's current business processes under section 'C'.
4. Identify and list the information gathering method(s) as appropriate for the project under section 'D'.
5. Identify the modelling methodology to be used and explain the reason for your choice under section 'E'.
[Approximate word count: 60-95 words]

Answer:

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S

NYS

The student must:


- demonstrate their ability to read through the complex documentation from the variety of sources provided as part of the scenario, then critically analyse and consolidate information to determine requirements
- identify sources of information and relevant data processes
- identify information-gathering methods and modelling methodology
- document the modelling information gathered using the form template provided.


The student may use different wording in their responses. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Table 1 – Process identification and scoping document

	<h1>Process identification and scoping document</h1>	
A. Project details:	Project Name:	Model data processes for AUS Retail's online retail system.
	Project Objective: (Scope statement)	To outline a secure online retail process model that safeguards customer data and transactions while providing a seamless shopping experience.
	Project sponsor(s):	Chief Financial Officer (CFO); Karen Jones (Karen.Jones@ausretail.com.au) Head of Operations; Daniel Brown (Daniel.Brown@ausretail.com.au)
	Systems Design Analyst / Process Modeler:	Student name
	Project Deliverable(s):	Up-to-date versions of all diagrammatic models (i.e. Context Diagram, Level-1 Data Flow Diagram, BPMN diagram of selected process/s) and associated documents.
	Other details, including assumptions, constraints or risks:	Limitations for conducting direct observations, staff interviews and facilitated workshops due to the extremely busy work schedules of staff members in all AUS Retail departments.
B. Identified processes for modelling:	<ol style="list-style-type: none"> 1. Handling sensitive customer data 2. Financial transactions 3. Protecting against potential threats 	
C. Sources of information:	<ol style="list-style-type: none"> 1. AUS Retail's internal systems: <ul style="list-style-type: none"> • Customer relationship management system • Transaction processing system 2. AUS Retail's documents, archived records 3. Other operational data – includes data generated from networked devices and computer systems within the organisation 4. Data flow diagrams of current systems 5. Event logs <p><u>Other answers may include:</u></p> <ul style="list-style-type: none"> • Other external sources of data include information that is publicly available (e.g., the company website) • Third-party reports <p><u>Assessor notes:</u></p> <p>Refer to the 'AUS Retail_Data source identification policy.pdf' document to obtain this information.</p>	

	<h1>Process identification and scoping document</h1>
<p>D. Information gathering method(s):</p>	<p>The preferred methods to gather information considering the current conditions/limitations of the organisation are:</p> <ul style="list-style-type: none"> • Sampling • Record Searching • Questionnaires <p><u>Assessor notes:</u></p> <p>Refer to the scenario in Section A and also the 'AUS Retail_Procedure for data process modelling.pdf' document to obtain this information.</p>
<p>E. Modelling methodology to be used:</p>	<p>Use of 'Context diagrams' and 'Data flow diagrams' at the initial requirement gathering and scoping stage of the process modelling project. Then, use <i>Business Process Modelling Notation</i> to develop the detailed process model diagrams.</p> <p>Business Process Modelling Notation (BPMN) is chosen as the preferred methodology for this project as it is a global standard for modelling business processes and is considered a fundamental part of business process management. Furthermore, BPMN provides a common modelling language that is readily understandable by all business stakeholders, including business analysts, technical developers, and business users.</p> <p><u>Assessor notes:</u></p> <p>Refer to the 'AUS Retail_Procedure for data process modelling.pdf' document to obtain this information.</p> <p>Additional reference for assessors: The Basics of Business Process Modeling and Notation (BPMN) - IBM Blog [https://www.ibm.com/blog/bpmn/]</p>

Part C: Validate modelling information with clients

To complete this part of the assessment, you are required to:

- read the scenario in Part A
- refer to the organisational documentation and guidelines for using organisational templates
- refer to the modelling information gathered in Part B using the 'Process identification and scoping document' form template
- request clients to validate the modelling information you have gathered via email.

Task:

Draft an email addressing the AUS Retail stakeholders (project sponsors) requesting to validate the modelling information you previously gathered in Part B of this assessment.

Important: When drafting the email, you must:

1. address the clients within the email in such a way as to build rapport and foster strong relationships
2. indicate that the completed 'Process identification and scoping document' form is attached to the email
3. request a response from the key stakeholders to validate the modelling information

4. use AUS Retail's standard email template to draft the email.

[Word count: 85 – 100 words in the email body].

Portfolio of evidence: *[Drafted email to collaborate with project stakeholders]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S

NYS

The student must:

- validate modelling information with the client via email
- use strategies to build rapport and foster strong relationships using appropriate language in the email.

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit [for the email body]
- reflect the characteristics described in the exemplar answer
- request stakeholders to validate the modelling information attached to the email
- address the email to the correct key stakeholders [i.e. Karen Jones and Daniel Brown].

A sample answer is provided below.

Lastname, Firstname

From: Lastname, Firstname

Sent: Monday, 14th August 2023 4:00 PM

To: Jones, Karen [Karen.jones@ausretail.com.au], Brown, Daniel [Daniel.Brown@ausretail.com.au]

Attached document: Process identification and scoping document.docx

Subject: Requesting to validate gathered modelling information on the proposed online retail system

Hi Karen and Daniel,

I hope both of you are keeping well. I'm writing to request your validation of the modelling information I have documented as per your requirements for the project.

Please find the completed 'Process identification and scoping document' form attached to this email for your perusal. Before I proceed to the next phase of the project, I would appreciate it if you could please validate and confirm whether the recorded information in the form is correct or whether anything else needs to be captured, removed or edited.

Looking forward to your response.

Thanks and kind regards,

Firstname Lastname

Systems Design Analyst / Process Modeler

Firstname.Lastname@ausretail.com.au

Part D: Interact with clients to gather information

To complete this part of the assessment, you are required to:

- read the scenario in Part A and within this section
- refer to the information-gathering methods identified in Part B using the 'Process identification and scoping document' form
- apply systematic and analytical decision-making when using the organisation's recommended information-gathering methods
- refer to the organisational documentation and guidelines for using organisational templates.

Scenario:

Previously, you emailed AUS Retail's key stakeholders [project sponsors] to validate the modelling information you documented using the 'Process identification and scoping documentation' form. You have received the following response email from Daniel Brown.

Hi <Student name>,

Thanks for documenting the modelling information for the new project.

Both Karen and I have validated the information in the form received and we agree with the methods you've selected for information gathering. Thank you for considering our operational staff's extremely busy work schedules and for choosing alternative options to move forward with the project.

So, you may now proceed with gathering further information on process data.

Please find the contact details of two of my colleagues, to whom I remember introducing you at our initial project discussion meeting last week.

Please feel free to contact them via email to gather any information about the online retail system's key business functions and security aspects.

- Retail Operations Manager: Sarah Evans (Sarah.Evans@ausretail.com.au)
- IT and Security Administrator: Alex Dawson (Alex.Dawson@ausretail.com.au)

Please refer to the 'AUS Retail_Procedure for data process modelling.pdf' document for more information on company guidelines and procedures to follow when gathering process information.

Keep us informed of your progress.

All the best and kind regards,

Daniel Brown
Head of Operations
Daniel.Brown@ausretail.com.au



Before printing this email, please consider the environment.

This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Tasks:

Draft two [2] emails to interact with the clients/colleagues from AUS Retail.

Important: When drafting each email, you must:

1. address the recipients within the email in such a way as to build rapport and foster strong relationships
2. within the email body, use an appropriate information-gathering method to systematically identify at least five [5] different types of information related to data processes that represent the client's business reality (i.e. in terms of job role, responsibilities, business functions and workflow processes)

Note: This information-gathering method must be recommended by the organisation and/or a chosen method mentioned in the 'Process identification and scoping document' form that your project sponsors validated.

3. negotiate key aspects of the project with the client/colleague by requesting a response from them, considering their capabilities (i.e. their job role), efficiencies (i.e. their work functions), effectiveness (i.e. by using an appropriate information-gathering method)
4. use AUS Retail's standard email template to draft the email.

(Word count: 110 – 140 words in each email body, excluding the words within any form templates).

Portfolio of evidence: *[Drafted emails to collaborate with clients/colleagues]*

Draft your emails in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:

S NYS

The student must:

- use a chosen information-gathering method that is appropriate to communicate via email (i.e. a questionnaire included in the body of the email with at least five relevant questions)
- demonstrate the application of systematic and analytical decision-making by choosing a series of what, when, who and/or how questions to be presented using the chosen information-gathering method (i.e. questionnaire)
- use strategies to build rapport and foster strong relationships by using appropriate language within the email
- negotiate key aspects with others and take into account capabilities, efficiencies and effectiveness by:
 - inquire about the client's job role and responsibilities (in the form of a question in the questionnaire or separately within the email body)

- request for information that is related to their job function
- acknowledging their busy work schedules and requesting a reply at their convenience (within the email body).

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- address the email to the correct recipients (i.e. Sarah Evans and Alex Dawson).

A sample answer is provided below.

Email to Client 1:


Lastname, Firstname
From: Lastname, Firstname
Sent: Thursday, 17th August 2023 11:00 AM
To: Evans, Sarah (Sarah.Evans@ausretail.com.au)
Subject: Regarding the online retail process and business functions (Questionnaire included)

Hi Sarah,

I hope you are keeping well. It was lovely to have met you at the initial project discussion meeting last week.

I'm aware of your extremely busy work schedule these days. Hence, I'm reaching out to you via email. As you may be aware, I'm currently developing process models for our proposed online retail system. As you are the best person who understands our current retail business functions, I was hoping you could help me identify the key processes for the proposed online retail system.

To help gather this information, I have prepared the questionnaire below.

	Questionnaire	
	The purpose of this questionnaire is to:	Identify the business functions and key data processes of an online retail system.
Q1. What is your job/role in the retail organisation?	Click or tap here to enter text.	
Q2. What are the primary business functions that should be included in online retail operations?	Click or tap here to enter text.	
Q3. What specific process data should be gathered in online retail operations?	Click or tap here to enter text.	
Q4. What are the external events related to the business functions?	Click or tap here to enter text.	
Q5. What specific procedures are followed?	Click or tap here to enter text.	
<u>Assessor Notes:</u> Other questions may include, but are not limited to, the following: <ul style="list-style-type: none"> • What results are expected from the business functions? • What sub-processes can the main functions/processes be broken into? • What business rules apply to processes or sub-processes? 		

I would really appreciate it if you could please reply to this email with your responses to the above questions at your earliest availability.

Looking forward to your response.

Thanks and kind regards,

Firstname Lastname

Systems Design Analyst / Process Modeler

Firstname.Lastname@ausretail.com.au



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Email to Client 2:

Lastname, Firstname

From: Lastname, Firstname

Sent: Thursday, 17th August 2023 13:00 PM

To: Dawson, Alex (Alex.Dawson@ausretail.com.au)


Subject: Regarding security aspects for an online retail system [Questionnaire included]

Hi Alex,

I hope you are keeping well. It was great meeting you at the initial project discussion meeting last week.

I'm aware of your extremely busy work schedule these days. Hence, I'm reaching out to you via email. As you may be aware, I'm currently developing process models for our proposed online retail system. As you are the best person to contact regarding IT security, I was hoping you could help me identify the key security aspects and data processes to be included in our proposed online retail system.

To help gather this information, I have prepared the questionnaire below.

	Questionnaire	
	The purpose of this questionnaire is to:	Identify business functions and key security aspects of a secure online retail system.
Q1. What is your job/role in the retail organisation?	Click or tap here to enter text.	
Q2. What primary business functions should be included in secure online retail operations?	Click or tap here to enter text.	
Q3. What specific process data should be gathered in online retail operations?	Click or tap here to enter text.	
Q4. What are the external events related to the business functions?	Click or tap here to enter text.	
Q5. What specific procedures are followed?	Click or tap here to enter text.	
Assessor Notes: Other questions may include, but are not limited to, the following: <ul style="list-style-type: none">• What results are expected from the business functions?• What sub-processes can the main functions/processes be broken into?• What business rules apply to processes or sub-processes?		

I would really appreciate it if you could please reply to this email with your responses to the above questions at your earliest availability.

Looking forward to your response.

Thanks and kind regards,

Firstname Lastname

Systems Design Analyst / Process Modeler

Firstname.Lastname@ausretail.com.au



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Appendix 1: Assessment submission checklist

Submit a PDF version of this completed assessment document. Make sure you have also included each of the following files as evidence of your performance. Remember to create a compressed folder for each module before uploading them for submission.

Part B: Develop scope of model		
B (1-5)	Completed sections A to E of the form 'Process identification and scoping document'	<input type="checkbox"/>
Part C: Validate modelling information with clients		
C (1-4)	Drafted an email to Stakeholders requesting validation of modelling information attached to the email.	<input type="checkbox"/>
Part D: Interact with colleagues to gather information		
D (1-4)	Drafted two (2) emails to colleagues (clients/staff members) to obtain at least four (4) types of information using the chosen information-gathering method.	<input type="checkbox"/>

✓
Congratulations, you have reached the end of Assessment 2!

Assessment feedback

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

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