ICTICT443

Work collaboratively in the ICT industry

Assessment 2 of 7

Case Study

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

- Access to Bounce Fitness Home - Bounce Fitness (precisionrtoresources.com.au)

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.

You are an IT Coordinator at Bounce Fitness, a premier fitness and wellness centre in the central business district. You are responsible for managing and overseeing the organisation's IT infrastructure, ensuring smooth operations of digital systems, and facilitating communication between various departments.

Bounce Fitness plans to implement a new wellness program that integrates fitness routines and nutritional plans across multiple Bounce Fitness branches. They aim to create a cohesive program accessible to all branches and ensure effective communication and collaboration among the teams working on this project.

To complete the tasks in this assessment, you are required to access the link below:

Bounce Fitness Home - Bounce Fitness (precisionrtoresources.com.au)

Complete the three (3) tasks below.

Task 1

1. Identify **three** different team protocols that Bounce Fitness personnel can follow to ensure effective virtual collaboration across its branches.
2. Briefly explain how each team protocol can be implemented at Bounce Fitness in the new wellness program.

Assessor instructions: Students must complete the table below on team protocols for effective virtual collaboration at Bounce Fitness.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Team Protocols for Virtual Collaboration (3)	How This Can Be Implemented
Assessor instructions: Student must identify at least three different team protocols that Bounce Fitness personnel can follow to ensure effective virtual collaboration across its branches. For satisfactory performance, the student's responses must include established rules and guidelines that employees must follow when interacting and working virtually.	(Approximate word count: 70 – 130 words each) **Assessor instructions**: Student must briefly explain how each team protocol they identified can be implemented at Bounce Fitness. Although responses and wording will vary, the student's response must include an example illustrating how Bounce Fitness personnel will demonstrate the protocol during the implementation of the new wellness program.

Team protocols must come from the benchmark answers below:	
a. Communication protocols	Although responses will vary, the student's response must include rules and guidelines for exchanging information to allow efficient, effective and professional communication in virtual work environments. Examples include: - Establishing specific hours for virtual communication among team members, ensuring availability for synchronous discussions and quick responses to queries - Implementing guidelines for acknowledging messages or emails within a specified time frame (e.g. responding within 24 hours), ensuring prompt communication and preventing delays. - Using designated communication channels within tools like Microsoft Teams, allocating separate channels for fitness routines, nutrition plans, administrative discussions, etc. for organised and focused conversations. - Setting clear agendas and objectives for virtual meetings, sharing them in advance, allowing attendees to prepare, and ensuring focused and productive discussions. - Documentation of meeting minutes or summaries after virtual discussions to record decisions, action items, and next steps, ensuring clarity and accountability among team members.
b. Data protection and handling	Although responses will vary, the student's response must include rules and guidelines to ensure secure and responsible handling of sensitive information during virtual collaboration. This is to minimise the risk of unauthorised access, data breaches, and privacy violations. Examples include: - Implementing strict access control measures to ensure that sensitive participant data, such as fitness routines or health information, is accessible only to authorised personnel. - Implementing a regular and automated backup system for all program-related data to prevent data loss. Backups should be stored securely and regularly tested for restoration effectiveness. - Establishing clear data retention policies defining the duration for which data will be stored and the process for securely disposing of obsolete or redundant data. This ensures compliance with privacy regulations and reduces the risk of data misuse.

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		▪ Conducting regular training sessions to educate employees about data protection measures, cybersecurity best practices, and protocols for handling sensitive information. This ensures that all staff members are aware of their roles in maintaining data security.
c.	Device and network security	Although responses will vary, the student's response must include rules and guidelines for securing individual devices and the broader network against unauthorised access, malware infections, and other security threats. Examples include: ▪ Requiring multi-factor authentication for accessing company systems or sensitive data. This adds an extra layer of security beyond passwords, enhancing protection against unauthorised access. ▪ Implementing a policy mandating regular updates and patches for all devices and software used within the organisation. This ensures that security vulnerabilities are promptly addressed, minimising the risk of exploitation. ▪ Enabling and configuring firewalls on all devices and network endpoints to monitor and control incoming and outgoing traffic. This helps prevent unauthorised access and blocks potentially harmful traffic. ▪ Implementing device encryption for laptops, mobile devices, and any other portable devices used by the team. This protects data stored on the devices in case of loss or theft, ensuring that it remains secure and unreadable to unauthorised individuals.
d.	Virtual platforms used	Although responses will vary, student's response must include rules and guidelines relevant to the use of platforms to be used in an online environment. These include cloud storage services, collaboration software and video conferencing tools. Examples include: ▪ Implementing strict user access controls within virtual platforms like Microsoft Teams or Zoom, ensuring that only authorised personnel have access to specific features or sensitive information. ▪ Enforcing encryption protocols within the virtual platforms to secure data transmitted during virtual meetings or shared within collaboration tools, maintaining confidentiality and preventing unauthorised access.

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	- Configuring and enforcing secure meeting settings within virtual platforms to prevent unauthorised entry, enabling waiting rooms, and utilising meeting passwords to enhance security during virtual sessions. - Providing regular training sessions to all users on secure platform usage, educating them about potential security risks and best practices for secure collaboration within virtual platforms.
e. Frequency of virtual platforms used	Although responses will vary, the student's response must include rules and guidelines relevant to how often virtual teams use online tools and platforms for their virtual work. Examples include: - Establishing a consistent schedule for virtual meetings among team members involved in the wellness program, ensuring regular communication and updates on program progress. - Implementing a daily check-in protocol using virtual platforms like Microsoft Teams or Slack for brief team updates, task assignments, and addressing immediate concerns or queries. - Implementing monthly performance evaluation sessions using virtual platforms to assess the overall progress of the wellness program, identify areas for improvement, and set new goals.

Task 2

1. Identify **three** cybersecurity protocols that Bounce Fitness must establish to ensure the security and integrity of the wellness program's data across the different branches.
2. Briefly explain how each protocol can be implemented at Bounce Fitness.

Assessor instructions: Students must complete the table below on cybersecurity protocols for Bounce Fitness.

The acceptable responses must:
- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers are provided below.

Cybersecurity Protocols (3)	How This Can Be Implemented
Assessor instructions: The Student must identify three cybersecurity protocols that Bounce Fitness must establish to ensure the security and	[Approximate word count: 30 – 50 words each] **Assessor instructions**: Student must briefly explain how each cybersecurity protocol they identified can be implemented at Bounce Fitness.

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integrity of the wellness program's data across the different branches. For satisfactory performance, the student's responses must include established rules and guidelines that focus on security and privacy measures in virtual collaborations. Cybersecurity protocols must include any three of the benchmark answers below:	Although responses and wording will vary, the student's response must include an example illustrating how Bounce Fitness personnel will demonstrate the protocol during the implementation of the new wellness program
a. Password protection	Although wording will vary, the student's response must correspond to one or both of the following: ▪ Using strong and unique passwords for online accounts ▪ Updating passwords regularly to ensure account security
b. Data encryption	Although wording will vary, the student's response must refer to the use of coded information to protect data from unauthorised access.
c. Phishing awareness	Although wording will vary, the student's response must refer to training or educating team members on how to identify and avoid phishing attempts on their devices and networks.
d. Regular software update	Although wording will vary, the student's response must refer to reminding the team to regularly update the software and apps on their devices. This ensures that vital security patches safeguard the team's devices and systems.

Task 3

The implementation of the new wellness program requires the following for the virtual collaboration work.

Complete the table below:

  a. Identify at least **one type of technology** that can be used for each requirement listed.
  b. Identify at least **one example of a tool** that can be used for each requirement listed.

Assessor instructions: Students must complete the table below on technology and tools that can be used for virtual collaboration.

The acceptable responses must:

Requirement for Virtual Collaboration	Technology to be Used	Tool to be Used
	Assessor instructions: Student must identify **at least one** type of technology that can be used for each requirement listed.	**Assessor instructions**: Student must identify **at least one** example of a tool that can be used for each requirement listed.
	Although wording will vary, for satisfactory performance, the student's response must include tools, platforms or systems that enable remote communication, collaboration and work.	Although responses will vary, for satisfactory performance, the student's response must include specific applications or software that can perform the corresponding requirement for virtual collaboration.
a. Communication among fitness instructors, nutritionists and admin staff across branches	Responses must be cloud-based communication platforms and secure networking solutions	The response can include any one of the following: ▪ Microsoft Teams ▪ Google Workspace
b. Real-time engagement for virtual fitness sessions	The response must be a video conferencing platform and reliable high-speed internet	The response can include any one of the following: ▪ Zoom ▪ Google Meet
c. Tracking program-related tasks and deadlines in a centralised manner	The response must be a project management and collaboration tool.	The response can include any one of the following: ▪ Trello ▪ Asana
d. Accessibility of program-related documents	The response must be a cloud-based document storage and sharing platform.	The response can include any one of the following: ▪ OneDrive ▪ Google Drive

Assessment submission checklist

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

1	Task 1	☐
2	Task 2	☐
3	Task 3	☐

Assessment feedback

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

Assessor comments:	☐ S ☐ NYS

Congratulations, you have reached the end of Assessment 2!