



BSBTEC404

Use digital technologies to collaborate in a work environment

ASSESSOR GUIDE

Assessment 1 of 2

Short Answer Questions

Assessment Instructions

Overview

To be assessed as competent for this unit of competency, you must demonstrate your skills and knowledge to use digital technologies to collaborate in a work environment.

This assessment task is divided into five (5) short answer questions. Read each question carefully before typing your response into the spaces provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Ace Finance Policies and Procedures
- Ace Finance Corporate Marketing Plan.

Assessment Information

Submission

You are entitled to three (3) attempts at completing this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be answered 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:

1. the processes for conducting the assessment (e.g. allowing additional time)
2. 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.

Question 1

List ten [10] ways collaborative technologies are currently used in business.

Marking Guide

Student's response will vary and are not limited to the following examples; however, must reflect current uses of collaborative technologies.

Example benchmark answers:

- *Outdated, expensive, tricky processes (such as having to fly to attend a conference) are replaced with simpler, quicker and more virtual strategies. They are efficient and cost effective.*
- *Collaboration in the current landscape, involves not just people working together, rather people working in sync with critical tools.*
- *Cloud calling conferencing and messaging are part of a good collaboration strategy.*
- *Much of today's collaboration takes place with audio and visual technology either through an app or as a service, to unify people over the world and create face to face interactions.*
- *Most collaboration tools come with persistent chat services and tools for file sharing and screen sharing during a call.*
- *It is possible to see who is online and who is available to talk. This makes collaboration seem more possible and more immediate.*
- *There is more to collaboration than just the software, such as: End points and Room kits – endpoints include web cameras, conference phones and collaboration bars – anything that helps a team work together belongs to the collaboration space.*
- *Video conferencing - increasingly emerging as an essential tool for collaboration, typically offered through cloud-based software solutions these days*
- *collaboration tools rapidly becoming more intelligent. Software such as Microsoft teams, zoom and cisco WebEx are all delivering groundbreaking technology ranging from virtual backgrounds in videos to AIR (artificial intelligence) powered assistants and real-time transcription.*
- *The demand for mobility and productivity has accelerated the need for headsets. Some come with active noise cancelling to prevent distractions.*
- *With increasingly immersive and engaging ways to collaborate, it is unlikely that meetings will return to the 'old ways'. There may be the occasional requirement for face-to-face meetings and large conferences but virtual collaboration spaces are becoming more and more popular.*
- *Video-based collaboration tools reduce environmental impacts of travel.*
- *Certain platforms have the capability of translating and transcribing conversations.*

Question 2

SCENARIO:

As part of its strategic plan, Ace Finance intends to increase its regional market share by attracting and retaining clients who want a more holistic finance and accounting service (including training and professional development).

You have been asked by Andrew, Ace Finance's Information Technology Officer to provide information about two digital applications:

- GoToMeeting
- Zoom.

- He Provide a brief overview of user features including URL [maximum 100 words]
 - List the pros and cons [maximum 100 words]
 - Provide a consumer review including URL of the reviewer [maximum 100 words]
- Provide has asked you to:
- the licensing model for the digital application, including the URL [maximum 50 words].

Marking Guide
 The wording may vary in the student’s response. However, the response must correspond to the benchmark answer provided below. Sample answers provided are current during the time of publication date. Ensure that information is still relevant and current during the time of the assessment.

GoToMeeting	ZOOM
<p>Brief overview and main features Source: https://www.gotomeeting.com/</p> <p>GoToMeeting is a web-hosted service created and marketed by LogMeIn. It is an online meeting, desktop sharing, and video conferencing software package that enables the user to meet with other computer users, customers, clients or colleagues via the Internet in real time.</p> <p>Main features are:</p> <ul style="list-style-type: none"> • Screen sharing • Conference calling • Mobile calling • Virtual Whiteboard • Built-In Audio • Meeting Scheduler • Hand Over Control • One-Click Recording • Join via Mobile Options • Desktop/Application Sharing • Personal Meeting Room • Meeting recording and transcription 	<p>Brief overview and main features Source: https://zoom.us/</p> <p>Zoom is a videotelephony software program developed by Zoom Video Communications.</p> <p>Zoom consists of:</p> <ul style="list-style-type: none"> • Zoom Chat • Zoom Meetings • Zoom Phone • Zoom Developer Platform APIs & SDKs • Zoom for Home • OnZoom • Zoom App Marketplace • Zoom Webinars • Zoom Rooms • Zoom for Healthcare <p>Features include:</p> <ul style="list-style-type: none"> • HD video, audio, collaboration and chat • Instant communication across real time video and phone • Expanding traditional schools in the cloud • Integrations and bots to use with Zoom • People can join a meeting for free but the meeting host has to pay a monthly subscription unless they agree to be restricted to the features of a free plan [like a call no longer than 40 minutes]
Pros and cons	Pros and cons

<p>PROS: Can be used anywhere internet is available. Has features such as conference rooms and webinars. You can record and share your meetings locally or in the cloud, listen again, and share them. No unencrypted information is stored on the system. Has a toll-free calling option, screen-sharing is easy,</p> <p>CONS: Webinars require subscription. Although it has unlimited cloud recordings, transcripts and storage, there is a cost. To host or attend a meeting, you need to install the GoToMeeting app.</p>	<p>PROS: The free plan provides a video chatting service that allows up to 100 participants concurrently, with a 40-minute time restriction. Basic license gives you unlimited time for one-on-one meetings, has an enterprise phone system and classrooms in the cloud. Zoom is most often used by companies with 10-50 employees and 1M-10M dollars in revenue.</p> <p>CONS: The cost, some voice lags, too many subscriptions and add-ons, the platform is relatively safe, can be hacked as it is a new platform with a new set of features, default settings, and usage terms.</p>
<p>Consumer review</p> <p>Easy to join, high quality video and audio conversations, is well suited for conducting video conferences in scenarios where you need to accommodate several people but in different locations, GoToMeeting support is readily available and helpful, can be used well both on desktop and mobile devices. Attending the meeting has secured features that attendees need to input first, which is a great feature if you value privacy. The inferences, such as crosstalk, need to be addressed because sometimes a conversation that is not part of the meeting can be heard. Reliability can be an issue</p> <p>https://www.trustradius.com/products/gotomeeting/reviews</p>	<p>Consumer reviews</p> <p>"Zoom is probably the most well-received collaboration tool that we've seen at Fox in 20 years. There is no other tool that has brought people closer together than Zoom." Doug Goetz at 21st Century Fox</p> <p>"We like that anybody on the go can use it. We are everywhere, so it's very important to have the most easy way to go and start meetings." Shobhana Ahluwalia at Uber</p> <p>"Zoom is super natural and easy to use - just download it, click, and you're in. I use Zoom on an airplane, in the car, in my house, in the office - everywhere." Jelena Joffe at AB in Bev</p> <p>"Whether you're in a small, medium, or large room, or a training or all-hands space, it's the same seamless user experience." Medalia</p> <p>"Zoom is light years ahead of the products that currently exist - this modality is far more interactive, engaging, and reaching the people in the way that we need to." Delta Airlines</p> <p>https://zoom.us/customer/all</p>
<p>Licensing model</p>	<p>Licensing model</p>

<p><i>There are different plans for professional (150 participants), business (250 participants) or enterprise (up to 3,000 participants). The plans are affordable and start at \$12 per month.</i></p> <p>https://www.gotomeeting.com/en-au/meeting/pricing-ma</p>	<p><i>It is free for personal meetings (host up to 100 participants)</i></p> <p><i>There are different plans: for small teams (up to 100 participants), Small/medium businesses (up to 300 participants) and Meetings. Phone and Chat (up to 300 participants). Prices range \$209.90 - \$420 a year/licence</i></p> <p>https://zoom.us/pricing</p>
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Question 3

You have been asked to prepare a business case at work. In your own words, answer the following questions (maximum 200 words in total).

<p>A) What is an appropriate format for presenting a business case to a business client/customer? Describe how a business case should be presented to a business client/customer.</p>	<p><i>Must be formally presented and comply with the company standards i.e., in line with Ace Finance Style Guide.</i></p>
<p>B) What is the purpose of the Executive Summary section of the business case and what must be included?</p>	<p><i>The Executive Summary contains a summary of the main points of the business case. This section must cover all the important information covered in your business case and provide sufficient context to your reader.</i></p>
<p>C) What are the major sections in a business case?</p>	<p><i>Executive Summary</i></p> <p><i>Finance</i></p> <ul style="list-style-type: none"> • <i>Financial appraisal</i> • <i>Project/ budget risks</i> <p><i>Project Definition</i></p> <ul style="list-style-type: none"> • <i>Background information</i> • <i>Business objective</i> • <i>Benefits and limitations</i> • <i>Option identification and selection</i> • <i>Scope, impact, and interdependencies</i> • <i>Outline plan</i> • <i>Market assessment</i> • <i>Risk assessment</i> • <i>Project approach</i> • <i>Purchasing strategy</i> <p><i>Project Organisation</i></p> <ul style="list-style-type: none"> • <i>Project governance</i> • <i>Progress reporting</i>

Question 4

Ace Finance's Information Technology Officer, Andrew, trains staff members in digital technologies and plans to run both face-to-face and online training sessions for clients. Complete the following two [2] questions (maximum 200 words in total).

Marking Guide

The wording may vary in the student's response. However, the response must correspond to the benchmark answers provided below.

Training and coaching session	Strategies
<p>Training</p> <p>Provide two [2] training strategies for training colleagues in a new software security software that Ace Finance will implement soon. The session will take place in a training room with access to the software. There will be five [5] colleagues in the training session.</p>	<p><i>For satisfactory performance, the training strategies identified must include formal, singular activities that promote the transfer of knowledge in using digital technologies. These activities usually focus on providing basic knowledge about the digital technologies and are often done in groups. These activities are also usually provided to people who are new to using the digital technologies.</i></p> <p><i>Suitable training strategies include:</i></p> <ul style="list-style-type: none">• Formal instruction: the students sit and listen and then ask questions at the end of the formal instruction. The use of videos, A video from the software developers could be shown that would provide an overview of the software's features and functions. Information can be provided in short and clear sentences with a maximum of ten bullet points per slide. The slides could include photos, illustrations, and consumer reviews.• Practical demonstration: information is provided by the trainer as the trainer demonstrates how to use the new software. Questions can be asked during or at the end of the demonstration.• Simulation: the set up is simulated and not real so this allows employees to experiment and make mistakes without having real and possible damaging effects on the new system• Developing a meaningful connection: Asking questions of the client throughout the training session to check that the client is understanding the content being taught. Asking the client to paraphrase to check understanding. Being patient and mindful are important to make the client feel relaxed and that it is Ok not to understand everything straight away.
<p>Coaching session</p> <p>Provide two [2] coaching strategies to guide a new client on using digital applications for preparing taxation documents. The client has come to the office to meet with Andrew and has some experience using digital technologies.</p>	<p><i>For satisfactory performance, the coaching strategies identified must include informal, ongoing activities that help improve knowledge and skills in using digital technologies.</i></p> <p><i>Suitable coaching strategies include: Ace Finance believes that providing a more holistic finance and accounting service that includes financial literacy training will be an attractive proposition to current and potential clients.</i></p>

- **Digital application walkthroughs:** Information on using the digital application is provided orally or in video format by the coach to guide the user. The user applies the information by operating the digital application as the coach guides them.
- **Hands-on exercises:** Information on using the digital application can be provided orally or through written instruction to guide the user in operating the digital technology. The coach will check if the user followed the given instructions correctly as the user operates the digital application.
- **Developing a meaningful connection:** Asking questions of the client throughout the coaching session to check that the client is understanding the content being demonstrated. Asking the client to paraphrase to check understanding. Being patient and mindful are important to make the client feel relaxed and that it is Ok not to understand everything straight away.

Question 5

Identify three [3] digital applications used in business and include:

- links to two [2] key sources of information
- list options available within each application

For satisfactory performance, learner must identify three (3) digital applications used in business. For each application, the student must provide:

- links to two (2) key sources of information
- list options available within each application
- the key sources identified must provide information on the functions and features of the application and must be from the developer or other reputable resources such as tutorial websites.