

Information Systems and Digital Technologies

Course Code: ITS315113

General Comments / Observations

- There were a number of candidates who did not pay due attention to the amount of time required to answer each question. As well as this, a number of questions were answered in too much depth, with others being too brief.
- Students who were able to relate their answers back to the content of the course (as listed in the course outline) proved to provide stronger answers. The same can be said for those students who related their answers back to the Case Study in question.
- Students who scored highly in Criteria 8 included all formatting and referencing as required. Their papers were easy to read with correct terms being used. They often included meaningful (not cut and paste) diagrams or flowcharts.

Part A

Question 1

- A number of candidates made general comments about the current information system, without breaking their answer down to the specifics asked in the question. Better answers evaluated ALL the parts of an information system and listed BOTH the positives and negatives (pro's and con's) for each of the parts of the current information system.
- There were a range of improvements suggested by candidates, however, many of these were not directly related to the current system as described in the case study. Realistic improvements were needed to be discussed for better marks.

Question 2

- For some candidates, there was confusion between the Project Life Cycle (PLC) and the Systems Development Lifecycle (SDLC) and hence the "initiation phase" was discussed at times in general terms. For better marks candidates needed to clearly demonstrate an understanding of the stages in the PLC and specific where the initiation phase fits into this model.
- Similarly, for the Analysis Stage of the SDLC, a number of candidates discussed an "Analysis" in general terms – not specifically as part of the SDLC (ie. Building of a product or system).
- Most candidates were able to address some points that would need to be covered in the Execution part of the PLC.

Question 3

- For full grades in this question, students had to address BOTH the potential social and legal implications as outlined in the question. Better answers clearly made this distinction by the way of tables, sub-headings or dot points. Students also need to answer the question from both the supplier (Tassie Couriers) and the customers perspectives.
- Part (b) of this question was answered poorly with many candidates not being able to articulate the difference between social/legal issues and the ethical implications which were asked of in the question.

Better grades were awarded to students who talked about some of the ethical dilemmas that may be faced with the introduction of strict policy change as suggested.

Part B

Question 4

- Most candidates were able to list two URLs as requested.
- Candidates had to read part (b) of the question correctly in order to give the right amount of information in the answer. Some candidates only discussed one of the sites that they had researched.
- Better grades were awarded to candidates who showed an analysis and listed down all assumptions they were making.

Question 5

- Most candidates answered this question well being able to list down two benefits and two disadvantages. Better marks were awarded to candidates who could justify their judgement on which system researched was better. Those candidates who simply wrote down their preferred system did not score highly.

Question 6

- Candidates needed to ensure their answer for a new information system was both unique and feasible. This was the key to the question and candidates who addressed these two areas scored higher than those who simply listed down any information system. Candidates had to address all parts of an information system and those who did in a methodical way proved to present more meaningful answers.

Question 7

- This question was confusing for many candidates with numerous outlining ALL the SDLC processes in building a system – not instead what the question actually asked “in the development stage”.
- Candidates who answered this question with an example test plan scored highly. A candidate who simply listed some ideas of things that should be tested, without describing the process of how this should be done did not score as highly.

Question 8

- In answering Question 8 candidates (in general) did not adequately consider the viewpoints from various stakeholders as asked in the question. Instead focus was given to one particular stakeholder group i.e. the customers.
- A number of candidates failed to articulate the differences between social, legal and ethical issues and instead made some general statements about whether or not they thought running employment checks on social media was (to them) a good idea or not. This resulted in poor marks for this question.
- It appeared candidates had an understanding of what security issues may arise when dealing with data, but few made the link to what in the legal responsibilities would be for the owner in this regard. This was needed to higher marks.