

## ASSESSMENT CRITERIA

Report (LO1, 2, 3, 4) – to be used in conjunction with the report structure contents, shown above

Learning Outcome & Report sections	FAIL (0 – 29)	NARROW FAIL (30 – 39)	PASS (40 – 49)	GOOD (50 – 59)	VERY GOOD (60 – 69)	EXCELLENT (70 -85)	OUTSTANDING (85 – 100)
LO1: Assess, whilst demonstrating business awareness, the tactical and operational issues faced by organisations relating to the short and medium term technical support requirements	Nothing submitted or substantially plagiarised.	Rudimentary work with poor knowledge of business awareness & support requirements.	Report shows satisfactory evidence of effort but is lacking in a comprehensive understanding of the requirements discussed in each section and does not follow the given report structure	Report displays good evidence of effort and shows some understanding of the business requirements in showing some evidence of judgement in all areas, as per structure given.	Report shows very good evidence of effort, It shows a comprehensive understanding of the key elements but with little or no critical understanding demonstrated	Report shows very good evidence of effort with all elements in discussed in depth, demonstrating a <b>comprehensive, critical understanding</b> of the key concepts of IT management	Outstanding in all areas  Includes additional elements over and above the original specification
LO2: Recommend a suitable approach to meeting the differing needs of both centralised and distributed users, using business awareness and applying a consultative approach to define problems and		Minimal effort with work possibly incomplete.  Report has some grasp of	Evidence of background reading and some	Good evidence of background reading and	Clear concise recommendations are seen when appropriate.	It displays an excellent grasp of main ideas showing good evidence of	

provide suitable creative options as solutions		main ideas and shows a basic understanding of differing needs. No recommendation given.	research appropriate to the main theme.  Some referencing conventions are used but are not entirely correct.	research and any recommendations are clear and appropriate to the main theme.	Fully in line with the specification in terms of structure and addressing the question.  Good grammar, spelling and punctuation.	<b>critical judgement and recommendations</b> which are fully in line with the specification in terms of structure and addressing the question.	
LO3: Evaluate and outline the specification relating to the business requirements and the cost affected acquisition of suitable methods / tools		Poor grammar, spelling and punctuation.  No links to theory shown.		Analysis is well structured and applies relevant theory and codes of practise.	Harvard referencing conventions are used and are mainly correct.	Excellent evidence of background reading with all research appropriate to the main theme and referenced correctly using the Harvard system.  Very good grammar, spelling and punctuation with little or no error.	
LO4: Critically analyse the security and compliance issues relating to the use of technology in a global business environment, identifying and defining the problems and options							