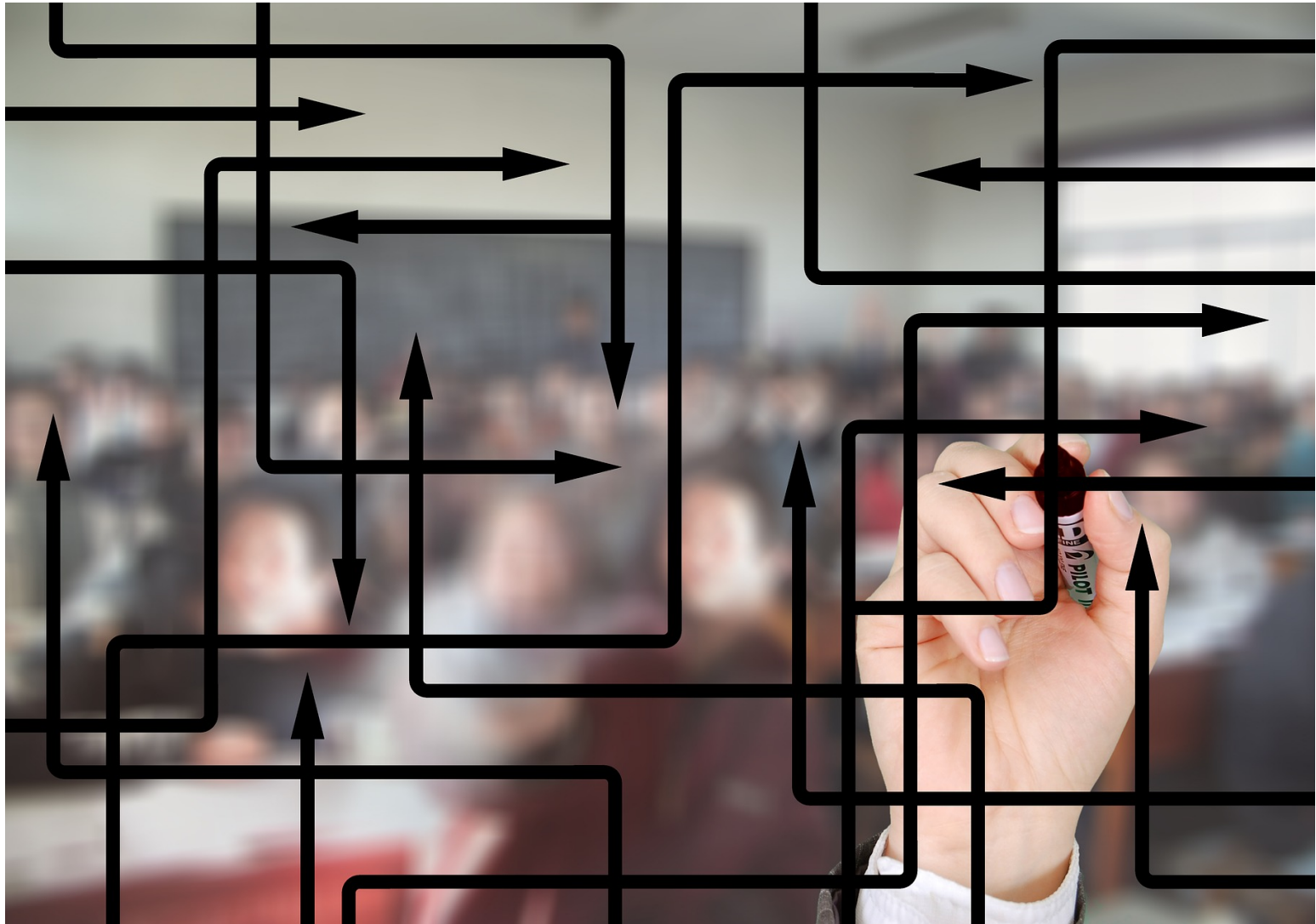


PROJECT MANAGEMENT (U4)

FREE PRACTICE TEST #1 – ANSWER KEY

APPLIED INFORMATION TECHNOLOGY – UNIT 4



ATAR Survival Guide: Answer Key

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Answer Key

Question 1: What are service level agreements? (2 marks)

Description	
Up to two marks for correct definition	1-2 marks
Answer Could Include:	
<ul style="list-style-type: none"> Contract between a user and the service provider States in writing the expected delivery and quality of services from the service provider 	1 mark 1 mark
Total	2 Marks
Accept other relevant answers	

Question 2: Jack subscribes to an internet bundle provided by his ISP, YNet.

a) Explain what the terms availability of service means. (2 marks)

Description	
Up to two marks for correct definition	1-2 marks
Answer Could Include:	
<ul style="list-style-type: none"> Section of the SLA that states the expected runtime of his services Includes details of any expected downtimes for the service and their frequency 	1 mark 1 mark
Total	2 Marks
Accept other relevant answers	

b) Jack's internet has recently had an outage. What could be two possible explanations for this outage that is included in the 'Availability of Service' section of the SLA? (2 marks)

Description	
One mark for each possible explanation	1-2 marks
Answer Could Include:	
<ul style="list-style-type: none"> Planned Outage – downturn to upgrade services Unplanned Outage – unexpected default in the services provided, such as damage to ISP communications from a storm Routine outage – to maintain and perform regular checks on services 	
Total	2 Marks
Accept other relevant answers	

c) Describe 3 items that could be included in the 'Types of Services' section of the SLA? (3 marks)

Description	
One mark for each example of items included in the 'Types of Services'	1-3 marks
Answer Could Include: <ul style="list-style-type: none"> • Customer Service Agreement – agreement between you and an external customer • Internal Service Agreement – agreement between you and an internal customer • Vendor Service Agreement – agreement between you and a vendor 	
Total	3 Marks
Accept other relevant answers	

Question 2: List and describe briefly three advantages of global outsourcing in comparison with in-house production? (6 marks)

Description	
1 mark for listing an advantage, 1 mark for brief explanation	1-6 marks
Answer Could Include: <ul style="list-style-type: none"> • Lower cost of production – Overseas production could have benefits in lower cost of production, deriving from factors such as low wages • Lower tax rates – overseas countries may have lower tax rates on production • Lower regulation and red tape – In house production may require union interference or government approval to establish production ventures • Mass Production – Overseas factories could produce a higher output at a lower unit cost • Advances in ICT communication has allowed easier access to global manufactures and does not require physical presence of managers to oversee production process 	
Total	6 Marks
Accept other relevant answers	

Question 3: List and describe three advantages of in-house production in comparison with global outsourcing? (6 marks)

Description	
1 mark for listing an advantage, 1 mark for brief explanation	1-6 marks
<p>Answer Could Include:</p> <ul style="list-style-type: none"> • Greater quality control of production process – Managers can oversee the production process and inspect the quality of output in person • Access to government grants, loans and funding – The Australian government provides many financial incentives to attract domestic manufacturing production • Lower shipping and distribution costs – Transport costs are lower because goods do not need to be transported from an overseas location • No transportation delays – The business does not have to wait for the transportation of outsourced manufactured goods • Greater output volume control – Businesses can adjust their volume of production to meet demand, while outsourcing is usually fixed to a contract and can take some time for additional production to reach Australia 	
Total	6 Marks
Accept other relevant answers	

Question 4: Describe three reasons to why the outsourcing of data management has become more popular?

Description	
1 mark for listing a reason, 1 mark for brief explanation	1-6 marks
<p>Answer Could Include:</p> <ul style="list-style-type: none"> • Cost savings – Companies located around the world have economies of scale that manage data more efficiently • Does not require expenditure on new infrastructure – outsourcing of data management moves the responsibility to another company who has essential and latest infrastructure and specialist staff • Access to the latest data management technology • Reduces costs in staff to manage data • Rise in Digital Data – Increased levels of digital data has made it easier to outsource data management to other companies 	
Total	6 Marks
Accept other relevant answers	

Question 5: David is a web designer. He has recently experimented with a new web design. Identify and describe three ways David could evaluate his design to ensure it meets the needs of his target audience? (6 marks)

Description	
1 mark for listing an Evaluation Technique, 1 mark for explanation	1-6 marks
Answer Could Include: <ul style="list-style-type: none"> • Self-Reflection – David could critically review his own design and make adjustments where necessary • Client Feedback – David could conduct trials of the web design to clients and gather feedback and recommendations • Surveys – David could allow users to send feedback regarding his new design via a survey. David could review the survey and make adjustments where necessary. 	
Total	6 Marks
Accept other relevant answers	

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