## CIS5308 Report 1 Marking Scheme

|  |  |  |  |
| --- | --- | --- | --- |
| Student Name: |  | Student ID: |  |
| Marker Initials: |  | Date Marked: |  |

*This document is intended to both grade and provide feedback on CIS5308 Assignment 2. Please note the mark given for each activity and the areas that were of issue in your submission.*

## Marking summary

|  |  |  |
| --- | --- | --- |
| Report: Structure and Presentation |  | / 5 |
| Report: Introduction |  | / 10 |
| Report Section 1 |  | / 20 |
| Report Section 2 |  | / 20 |
| Report Section 3 |  | / 20 |
| Report: Conclusions & Recommendations |  | / 5 |
| Report: Referencing and Appropriateness of Sources |  | / 10 |
| Report: Appendix 1 Journal |  | / 10 |
|  |  |  |
| **Final Mark** | 0 | / 100 |

**Note:** Major Academic Misconduct will incur loss of all marks for the assignment and may lead to failure of the course.

## Report: Structure and Presentation

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5 | 4 | 3.5 | 2.5 | 1.5 | 0 |
| Report Structure shows professional presentation of material resulting in clarity of message and information. | Report Structure carefully and logically organised. | Report Structure shows organisation and coherence. | Report Structure shows some attempt to organise in a logical manner. | Report Structure is Disorganised / incoherent. | No attempt made or diverse from what is acceptable. |
| Excellent clarity of expression. Grammar and spelling accurate suitable tone and style for target audience. | Expression fluent. Grammar and spelling accurate except for minor lapses in target audience focus. | Grammar and spelling mainly accurate at times language is unclear and/or unsuitable for target audience. | Grammar and/or spelling contains errors. Language is poorly executed or uses too much jargon. | Frequent mistakes in grammar and/or spelling. Style not appropriate for target audience. |
| Title page and table of contents / list of tables / list of figures accurate and show professional appearance. | Title page and table of contents / list of tables / list of figures accurate. | Adequate title page and table of contents / list of tables / list of figures. | Some flaws in title page and/or table of contents / list of tables / list of figures. | Poor formatting, or missing title page, table of contents / list of tables / list of figures. |
| Appendices are clearly labelled and referenced. | Appendices used to provide appropriate supporting material | Adequate use of appendices to improve report readability. | Appendices not clearly identified or referenced. | |

## Report: Introduction

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 10 | 8 | 7 | 5 | 3 | 0 |
| Introduction professionally developed and broken into logical sections. Clearly provides the purpose of the report, the limitations (hindrances) encountered, and an overview of the video case study. | Introduction mostly professionally developed and broken into logical sections. Clearly provides the purpose of the report, the limitations (hindrances) encountered, and an overview of the video case study. | Introduction broken into logical sections. Mostly provides the purpose of the report, the limitations (hindrances) encountered, and an overview of the video case study. | Some flaws in the Introduction structure, the purpose of the report, the limitations (hindrances) encountered, or an overview of the video case study. | Poor formatting, or missing elements in the Introduction, the purpose of the report, the limitations (hindrances) encountered, or an overview of the video case study. | No attempt made or diverse from what is acceptable. |

## report section 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 20 | 17 | 13 | 10 | 7 | 0 |
| Provides excellent discussion of the service management system and how it delivers value to *ExcelIT*. | Clearly discusses the service management system and how it delivers value to *ExcelIT*. | Adequate discussion of the service management system and how it delivers value to *ExcelIT*. | Limited discussion of the service management system and how it delivers value to *ExcelIT*. | Incomplete or inappropriate discussion of the service management system and how it delivers value to *ExcelIT*. | No attempt made or diverse from what is acceptable. |

## report section 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 20 | 17 | 13 | 10 | 7 | 0 |
| Provides excellent discussion of the engagement and associated challenges during the case study and relevant ITSM processes to address challenges for *ExcelIT*. | Clearly discusses the engagement and associated challenges during the case study and relevant ITSM processes to address challenges for *ExcelIT*. | Adequate discussion of the engagement and associated challenges during the case study and relevant ITSM processes to address challenges for *ExcelIT* | Limited discussion of the engagement and associated challenges during the case study and relevant ITSM processes to address challenges for *ExcelIT* | Incomplete or inappropriate discussion of the engagement and associated challenges during the case study and relevant ITSM processes to address challenges for *ExcelIT* | No attempt made or diverse from what is acceptable. |

## report section 3

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 20 | 17 | 13 | 10 | 7 | 0 |
| Provides excellent discussion of the benefits of ISO20k certification and a business case to justify such project implementation at *ExcelIT*. | Clearly discusses the benefits of ISO20k certification and a business case to justify such project implementation at *ExcelIT*. | Adequate discussion of the benefits of ISO20k certification and a business case to justify such project implementation at *ExcelIT*. | Limited discussion of the benefits of ISO20k certification and a business case to justify such project implementation at *ExcelIT*. | Incomplete or inappropriate discussion of the benefits of ISO20k certification and a business case to justify such project implementation at *ExcelIT*. | No attempt made or diverse from what is acceptable. |

## Report: Conclusions & recommendations

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5 | 4 | 3.5 | 2.5 | 1.5 | 0 |
| Conclusions & Recommendations professionally developed. Clearly provides a summary of the main points or findings of the report, and are consistent with the outline given in the Introduction. | Conclusions & Recommendations mostly professionally developed. Clearly provides a summary of the main points or findings of the report, and are consistent with the outline given in the Introduction. | Conclusions & Recommendations mostly provides a summary of the main points or findings of the report, and are consistent with the outline given in the Introduction. | Some flaws in the Conclusions & Recommendations: summary of the main points or findings of the report, or the consistency with the outline given in the Introduction | Poor formatting, or missing elements in the Conclusions & Recommendations: summary of the main points or findings of the report, or the consistency with the outline given in the Introduction | No attempt made or diverse from what is acceptable. |

## Report: Referencing and Appropriateness of Sources

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 5 | 4 | 3.5 | 2.5 | 1.5 | 0 |
| In-text referencing fully compliant with Harvard AGPS referencing method. | In-text referencing compliant with Harvard AGPS referencing method with some minor lapses. | In-text sources are mostly referenced correctly. Minor errors in referencing method. | Gaps in in-text referencing – including incorrect structure and missing references included in the List of References. | Unsatisfactory in-text referencing. Few or no references or inconsistent reference method. ***This may be the result of plagiarism.*** | No attempt made or diverse from what is acceptable. |
| List of References fully compliant with Harvard AGPS referencing method. | List of References compliant with Harvard AGPS referencing method with some minor lapses. | List of References sources are mostly correct. Minor errors in referencing method. | Gaps in List of References – including incorrect structure and missing references included in the in-text references. | Unsatisfactory List of References. Few or no references or inconsistent reference method. ***This may be the result of plagiarism.*** |
| Wide range of appropriate sources (at least 10) appropriately analysed, applied and discussed. | Variety of appropriate sources (at least 10) appropriately analysed, applied and discussed. | Clear evidence of research and application of textbook concepts. | References are used in a purely descriptive way indicating limitations of understanding. | No evidence of research or irrelevant sources cited. |

## Report: Appendix 1 Journal

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 10 | 8.5 | 6.5 | 5 | 3.5 | 0 |
| Compelling and well- structured account  Activities clearly described. Initiative clearly demonstrated. | Good structure and comprehensive account of activities | Adequate structure and account of activities | Adequate structure but limited description of activities | Poor structure and/or inadequate list of activities. Incoherent account | No attempt made or diverse from what is acceptable. |

## Overall Comments

Report Overall:

Introduction:

Report Section 1:

Report Section 2:

Report Section 3:

Conclusion & Recommendations:

Appendix 1 Journal: