WUCB113 Human-Centred Systems Design

Assessment 1: Exploring Systems (Individual)

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| --- | --- |
| Student Name | Student Number |

**If it is suspected that you have accessed or received additional assistance from another person, the matter will be investigated as an alleged breach of the UOW College Academic Integrity and Student Conduct Policy, in accordance with the Procedure for Managing Alleged Student Misconduct. Please note, as part of this investigation, you may be required to undergo an oral examination to verify your understanding of the assessment content.**

# Selected Work System

Select a work system that you have first-hand experience with, it can be one of the following:

* A work process in a business where you have worked or volunteered
* A service that you have received or provided
* An e-business website that you have used (not a big company like eBay or Amazon)
* A business information system you have used and are familiar with
* Another system you are familiar with and pre-agreed with your tutor

## Overview of the work system (1 mark)

Replace this paragraph with a paragraph that describes the organisation and the work system that you are familiar with.

## Work Systems Snapshot (6 marks)

Report on the components of your work system using the structure below:

### Customers (1 mark)

Replace this paragraph with your response in your own words explaining how customers are involved in the work system.

### Products/Services (1 mark)

Replace this paragraph with your response in your own words about what products and services and involved in the work system.

### Processes and Activities (1 mark)

Replace this paragraph with your response in your own words explaining the processes and activities that are part of the work system. You can add a simple process chart here.

### Participants (1 mark)

Replace this paragraph with your response in your own words that explain the people and their role in the work system. Are there any other people who have an interest in the outputs of the work system, but are not directly involved in the process?

### Information (1 mark)

Replace this paragraph with your response in your own words explaining how information is used and passed in the work system.

### Technologies (1 mark)

Replace this paragraph with your response in your own words explaining the technologies involved in the work system, consider tools, hardware, software systems and any other technology that the work system is dependent on having available in the environment.

## Other Components (3 marks)

Describe these additional work system components:

### Infrastructure (1 mark)

Replace this paragraph with your response here in your own words explaining the infrastructure that is required to support the work system. If this infrastructure is unavailable the work system will not be able to operate.

### Environment (1 mark)

Replace this paragraph with your response here in your own words explaining the broader environmental context of the work system.

### Strategies (1 mark)

Research the business strategies that are behind the work system and replace this paragraph with your response in your own words. You may need to look at the company annual report or website to identify the strategies (or reasons for the work system operating)

## Appendix

### Diagrams (subtract 2 marks if missing)

Replace this paragraph with the custom diagrams of your work system based on the system diagrams from the class materials. You are expected to draw your own diagrams using a tool like draw.io (<https://app.diagrams.net/>). Do not simply copy past diagrams from the class resources.

### Reflection (subtract 2 marks if missing)

Insert response here in your own words, to explain how you got your idea and chose the system. How did you develop the idea and research/document the system? What did you know at the end of this process that you did not know at the start? What would you do differently next time?

## References (subtract 2 marks if missing or incorrect format)

Alter, S., 2013. Work system theory: overview of core concepts, extensions, and challenges for the future. Journal of the Association for Information Systems, p.72.

Bostrom, R.P. and Heinen, J.S., 1977. MIS problems and failures: a socio-technical perspective, part II: the application of socio-technical theory. MIS quarterly, pp.11-28

Add your references to the list above and remove this paragraph, include all references that you have used to support your explanation in your own words, use the UOW Harvard system and submit your report early so that you can use Turnitin to verify you have referenced correctly. The library has information and guides on how to reference correctly: