

ITSG Project – Criterion A: Initial investigation and initial consultation with the client

The client and the information problem

The student must identify a specific client who has a problem with the present situation that can be best addressed by an IT solution. The client is the person(s) who needs the IT solution (product). After consulting with the client, the student must explain the inadequacies of the present situation, which may or may not involve the use of an IT system.

The following key questions should be considered.

- Who is the client?
- What is the present situation?
- What are the inadequacies of the present situation?

This information must be obtained from the client and can be presented in a variety of ways, such as a written record of the interview (either a summary or transcript), a sound file, a video, or an exchange of emails that may be supported by a questionnaire.

Criterion A: Initial investigation

Marks	Level descriptor
0	The work does not reach the standard described by the descriptors below.
1	A client and a problem with the present situation are identified.
2-3	A client is identified. The inadequacies of the present situation are explained with cited reference to the consultation with the client.