Report Title

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| --- |
| Your name  Student #  Course code  Workshop Day and Time  Lecturer name and title  Your Griffith e-mail |

Executive Summary

All information about the formatting requirements and report content is contained in this document. See section 3 for the executive summary. Please review it carefully. This template is mandatory, so copy/paste your content here – this is probably the easiest option. Several styles have been included in this template to facilitate formatting – you may find it easier to use them instead of formatting each segment differently.

**Keywords:** Template, formats, instructions, length. (**Replace these words with your own.)**

# Length

Your entire report should be no more than 1300 words, excluding all materials and sections such as appendices and references.

**Title**

Your report’s title should be in Georgia 20-point bold. Ensure proper capitalization within your title and make the title meaningful and self-explanatory

# Your name

Your name should be in Georgia 13-point bold, and course, S# and email in Georgia 13-point.

# Executive Summary and Keywords

Every submission should begin with a summary outlining the main findings and recommendations of your report (not an outline of your report headings), followed by a set of keywords. Remember the CIO is busy and only wants to read your findings to sum up whether he/she should read further. So, make the findings sound interesting. Keywords are to appear in Georgia 10-point (Keyword style)

# Normal or Body Text

Please use a 10-point Georgia font (like Times New Roman, but more easily read online) or, if it is unavailable, another proportional font with serifs, as close as possible in appearance to Times New Roman 10-point. The body of your text will be (Normal Style in this template file). On a Macintosh, the similar font will be named Times and not Times New Roman.

# Sections

The heading of a section should be Georgia 13-point bold, left justified (Heading 1 Style in this template file). Sections must be numbered.

## 5.1 Subsections

Headings of subsections should be in Georgia 11-point bold italics with initial letters capitalized (Heading 2). (Note: for sub-sections and sub-subsections, words like ‘the’, ‘of’, ‘a’, ‘an’ are not capitalized unless it is the first word of the heading.) Number each subsection incrementally, i.e. 2.1., 2.2, etc.

### 5.1.1 Sub-subsections

Headings for sub-subsections should be in Georgia 10-point bold with initial letters capitalized (Heading 3). Please do not go any further into another layer/level. 3 levels is the max, i.e. 2.1.2.

# Figures, Tables & Captions

Place figures and tables close to the relevant text (or where they are referenced in the text).

Captions should be Georgia 10-point bold (Caption Style in this template file). They should be numbered (e.g., “Table 1” or “Figure 2”), centered and placed beneath the figure or table. Please note that the words “Figure” and “Table” should be spelled out (e.g., “Figure” rather than “Fig.”) wherever they occur. Remember to refer to the figures or tables in your report and discuss the content. Don’t let the tables or figures ‘do the talking’.

# Inserting Images

Occasionally MS Word generates larger-than-necessary files when images inserted into the document and are manipulated in MS Word. To minimize this problem, use an image editing tool to resize the image at the appropriate printing resolution (usually 300 dpi), and then insert the image into Word using Insert | Picture | From File...

As indicated in Figure 1, using tables to hold places can work very well in Word. If you want to copy a figure from another application (such as PowerPoint) and then paste to the place where you want your figure to be, make sure that (1) the figure stays in the position, and (2) it does not take up too much space. You can ensure the former by double clicking the figure, then go to “Layout” tab, and select “In line with text.” To ensure the latter, use “Paste Special,” then select “Picture.” You can resize the figure to your desired size once it is pasted.

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|  |
| Figure 1. Process model of the relationship between IT strategy and organizational performance |

# Table Style

Inserting a table in the text can work well. You may want to adjust the vertical spacing of the text in the tables. (In Word, use Format | Paragraph… and then the Line and Page Breaks tab. Generally, text in each field of a table will look better if it has equal amounts of spacing above and below it, as in Table 1.)

|  |  |  |
| --- | --- | --- |
| Table 1. A Sample Table | | |
|  | Capability | Target Capability |
| Process A | L | H |
| Process B | L | H |
| Process C | L | H |

Table 1. A Very Nice Table

# Report Layout

A suggested incomplete set of general headings and sub-headings follows. But you are free to choose your own headings and present your analysis in any order you choose, as long as you address the assignment marking criteria.

There are 18 main headings in this template, far more than we would expect in your submitted report. Modify the headings and delete sections that are superfluous to your needs.

1. Your Key Analysis Topic
   1. Sub-heading
   2. Sub-heading
   3. Summarize the main points of your analysis so far
2. Next main analysis topic
3. Last analysis topic
   1. .

# Submission of Assignment

A MS Word / PDF version of your assignment must be uploaded on learning@griffith before the assignment due date and time. Follow the instructions on the course web site. Use the following file naming convention:

Coursecode\_Tutorname\_Student-number\_Your-firstname\_familyname\_ITSM-assignment.doc

# Language, Style, and Content

Regarding spelling and punctuation, you may use any modern dialect of English, but please pay attention to the following:

* Write in a straightforward style.
* Try to avoid long or complex sentence structures.
* Briefly define or explain all technical terms that may be unfamiliar to Worthington’s CEO.
* Explain all acronyms the first time they are used in your text – e.g., “information technology infrastructure library (ITIL)”.
* Make sure you have your report proof-read before submission. See section 18.

# Headers and Footers

This document is set up for you to insert identifying content in your headers and footers. All page headers and footers are not the same, so work through all of them. Page numbers are already included. If you are using Word, then click on ‘Insert’ and click on the ‘Headers & Footers’ tab. Enter your name, S#, course code and report title where indicated. Do not alter or delete the headers or footers as presented in this report.