

# *the portfolio extension*

## **Assignment Guide**

### **Introduction**

The extension to the portfolio consists of an interview undertaken to investigate an issue raised in one of the portfolio pieces. The student will be expected to relate results of the interview to their research in the original portfolio piece.

The structured interview can be conducted using a range of methodologies such as personal interview, responses by e-mail, phone or fax. Where appropriate, students may wish to conduct more than one interview and compare the different perspectives.

### **Requirements**

- The portfolio extension should be 800–1,000 words in length. The word limit does not include the appendix.
- It consists of a report and an appendix that contains the questionnaire and the summary of the interview(s) (transcript with questions and answers, summary of responses, quotes). The student may determine the most appropriate format for reporting the interview.
- The summary of the interview must include a header with the name of the person interviewed, qualification/position, name/address of organization, date/place of interview.

*As a result of the interview, the student may wish to interview up to two other individuals who are knowledgeable about the issue and may contribute supportive or conflicting views. Full transcripts are not necessary. The student should provide fully referenced summaries and quotes to support their findings.*

If the portfolio extension is obviously greater than the word limit, the external moderation will be based on the first 1,000 words.

### **Presentation**

The portfolio extension includes:

- coversheet that clearly identifies the portfolio title and the issue being addressed
- report addressing assessment criteria N–R
- appendix containing the summary of the interview(s).

The report must be written using the criteria headings N–P.



Assessment criteria for the HL portfolio extension		
Criterion N	Discussion and analysis of the interview	3 marks
Criterion O	Reflection on the interview	4 marks
Criterion P	Projection of broader implications from the interview and portfolio research	4 marks
Criterion Q	Interview process <ul style="list-style-type: none"> <li>• Appropriateness of the choice of the interviewee</li> <li>• Appropriateness of the interview questions</li> <li>• Comprehensive record of the interview(s)</li> </ul>	7 marks
Criterion R	Quality of communication	2 marks
	<b>Total</b>	<b>20 marks</b>



**Interview Steps  
(for Appendix Criterion Q & R):**

1. **Decide on the most suitable interviewee(s).**
2. **Establish contact (via letter or email) to determine their willingness to be interviewed.**
3. **Establish the place, date and time of the interview.**
4. **Design the questionnaire (10–15 open and probing questions).**
5. **Provide the interviewee(s) with the questions in advance.**
6. **Confirm the time, date, place and method of recording the information.**
7. **Complete the interview(s) and record the responses. Obtain a follow-up contact number or e-mail address from the interviewee(s).**
8. **Transcribe/summarize/quote the interview. A transcription header must be included: name of person interviewed; qualification/position; name/address of organization; date/place of interview; and method of recording interview.**
9. **Follow up the interview(s) with a letter of thanks and offer a copy of the final report.**
10. **Write a draft with an appendix including the questionnaire and the transcript(s) of the interview(s).**



## Sample Questions

### **Appendix** **COMPUTER VIRUSES**

1. **What is your name and what position do you hold?**
2. **What kind of business do you run?**
3. **What kind of computers does your company have?**
4. **Do you have a network? Internet access?**
5. **What does your company do to stop viruses from infecting your computers?**
6. **What solutions have you found to be effective? What success or problems have you had with your chosen solution?**
7. **Have you ever had a virus outbreak?**
8. **Should the government or local authorities get involved to find and punish virus creators?**
9. **Do you have any suggestions for other business who need to deal with the threat of viruses.**

### **Appendix** **BENEFITS OF A WIRELESS MEDICAL NETWORK**

1. **What is your name and what position do you hold?**
2. **What kind of business do you run?**
3. **What kind of computers does your company have?**
4. **Do you have a network? Internet access?**
5. **Why does a wireless network improve your business?**
6. **What about the medical industry makes it particularly beneficial to have a wireless network?**
7. **Did you consider other solutions rather than going wireless?**
8. **Do you think all medical service providers should use wireless networks?**

**Appendix**

**COMPANY THAT MONITORS EMPLOYEES' EMAIL**

- 1. What is your name and what position do you hold in the company?**
- 2. Does your company monitor employees' email?**
- 3. What were the reasons for introducing email monitoring in your company?**
- 4. Who was consulted when this decision was taken?**
- 5. What method of email monitoring does your company utilize?**
- 6. Are the employees aware of the fact that their email is monitored?**
- 7. How is the information collected and stored and who has access to it?**
- 8. What policy documents relevant to email usage exist within the company and how are they made available to your employees?**
- 9. How does your company enforce these policies?**
- 10. How have these policies been received by your employees?**
- 11. What are the consequences if an employee is found to be in breach of these policies?**
- 12. How has email monitoring been received by your employees?**
- 13. What are the advantages of email monitoring for your company?**
- 14. Have you encountered any problems with the introduction of email monitoring?**
- 15. If so, how have you addressed them?**
- 16. On reflection was the introduction of email monitoring a positive step for your company?**
- 17. Considering recent news coverage, available software products and your own experience would you recommend employee email monitoring to other companies?**

## Sample Interviewee Solicitation

Dear Sir or Madam,

My name is \_\_\_\_\_**your name**\_\_\_\_\_ and I am a 12th grade student at the Bodine High School for International Affairs in the School District of Philadelphia. I am writing a research paper about \_\_\_\_\_**your topic**\_\_\_\_\_ and need to interview someone regarding this topic. As the \_\_\_\_\_**the person's title**\_\_\_\_\_ at \_\_\_\_\_**person's place of employment**\_\_\_\_\_ you will be perfectly suited to answer a few questions regarding my issue.

I would like to ask you some specific questions regarding \_\_\_\_\_**your topic**\_\_\_\_\_. The interview should not take a lot of time and can be done on the phone, in person or via email. Thank you and I appreciate your help.

Sincerely,

\_\_\_\_\_ **you** \_\_\_\_\_

# **Interviewee Suggestions**

**anybody who has experience with computers in the workplace or educational settings**

**anybody familiar with how IT issues impact the community**

**somebody who is in the field related to your topic**

**can be someone you know, but preferably not a close relative**

**check with Mr. Kaufman if you need suggestions or help**

## **Examples from the Class of 2007**

- **Head of Technology and Math at the Academy at Palumbo and a teacher at Bucks County Community College**
- **graphic designer at a media design company in Albany, New York**
- **regional microcomputer technician for the School District of Philadelphia**
- **Senior Network Security Analyst with the Department of Information Technology Services at New York University**
- **owner of PcExpress4Less (computer store) in Philadelphia**
- **administrative assistant with Alcohol and Mental Health Advocates Inc. in Philadelphia (topic was technology in health care)**
- **Engineering Supervisor for the Hyatt Hotel at Penns Landing (topic was spam and security)**
- **Chief Solutions Architect for a web application and system integration company in London, England**
- **Java developer at Vanguard (financial company)**

*Portfolio Extension Example*  
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## The Portfolio Extension HL only

### Introduction

The extension to the portfolio consists of an interview undertaken to investigate an issue raised in one of the portfolio pieces. The student will be expected to relate results of the interview to their research in the original portfolio piece. The structured interview can be conducted using a range of methodologies such as

- personal interview,
- responses by e-mail,
- phone or fax.

Where appropriate, students may wish to conduct more than one interview and compare the different perspectives.

### Requirements of the Interview

- The portfolio extension should be 800–1,000 words in length. The word count does not include the cover page, appendix or bibliography.
- The questionnaire must be created by the student and approved by the teacher.
- The interviewee(s) must be over the age of 18, knowledgeable and directly involved in the issue under investigation.
- Students must record the interview(s) in order to produce a transcript or summary. The student can determine the most appropriate format for reporting the interview(s), for example, transcript with questions and answers, summary of responses, quotes.
- Where appropriate, students may wish to conduct more than one interview and compare the different perspectives. In this case, full transcripts will not be necessary. The student should provide summaries and quotes to support their findings. These must be included in the appendix together with the questionnaire(s).
- The student may determine the most appropriate format for reporting the interview.
- The summary of the interview must include a header with the name of the person interviewed, qualification/position, name/address of organization, date/place of interview.

As a result of the interview, the student **may wish to interview up to two other individuals who are knowledgeable about the issue and may contribute supportive or conflicting views**. Full transcripts are not necessary. **However...**

- The student should provide fully referenced summaries and quotes to support their findings.

If the portfolio extension is obviously greater than the word limit, the external moderation will be based on the first 1,000 words.

### Presentation

The portfolio extension includes:

- Students must include a cover sheet that clearly identifies: portfolio title; issue being addressed; date completed; word count; and candidate name.

- The portfolio extension must address the extension criteria N♦R. The report must be written using the criteria headings N♦P. This method enables students to present their work in a structured and coherent way.
- appendix containing the summary of the interview(s) (transcript with questions and answers, summary of responses, quotes).
- The report must be written using the criteria headings N♦P.

## Assessment Criteria for the HL Portfolio Extension

The portfolio extension is assessed against five criteria that are related to the objectives of the HL ITGS course.

**Criterion N** Discussion and analysis of the interview 3 marks

**Criterion O** Reflection on the interview 4 marks

**Criterion P** Projection of broader implications from the interview and portfolio research 4 marks

**Criterion Q** Interview process

- Appropriateness of the choice of the interviewee
- Appropriateness of the interview questions
- Comprehensive record of the interview(s) 7 marks

**Criterion R** Quality of communication

### Portfolio Extension

**Title:** Workers' use and abuse of company e-mail

**News Item:** Kelly, Maura. Your Boss May Be Monitoring Your E-mail. 12/8/99.

Salon Technology.

<[http://www.salon.com/tech/feature/1999/12/08/email\\_monitoring](http://www.salon.com/tech/feature/1999/12/08/email_monitoring)>

### Criterion N: Discussion and Analysis of the Interview

Monitoring of e-mail and online activity of employees by employers, according to the research, is becoming more common and easier to do than ever before. It is also clear that this practice is controversial and has no comparable legal precedents on which to gauge its legality. It would appear that companies are left to decide for themselves to what extent they will control their employee use of these tools and devise their own justifications and policies. Interviews were conducted with both employees and managers at firms that practise e-mail monitoring and firms that do not. An attempt was made by the interviewer to consult both employees and employers with varying opinions on the subject.

Reasons provided by employers for actively monitoring varied depending on the type of business. JD, the employer of a large financial consulting firm, responsible for sensitive data and large amounts of money, justify their monitoring policy as a means to earn the trust and respect of their clients in much the same way as a bank would advertise the latest technology for their vaults. There seemed to be less concern for the wasting of company time although the reduction of this as a result of the policy was a welcome side effect.



Reasons provided by employers for not monitoring employees were based on not wishing to create an environment of distrust and a belief that the data involved was not as crucial. Although there was concern for time wasting, it was not felt important enough to jeopardize the working atmosphere that had taken years to establish.

Employees at a firm that practices extreme monitoring are aware of the policy as well as the consequences they face if they do not comply. However, there seemed to be varying degrees of understanding as to why the policy was enacted.

Employees at a firm that does not exercise monitoring vary greatly in their understanding of the firm's expectations as well as the reasons why there is no policy. There is also concern among employees that the lack of monitoring could result in hurting the business and encouraging time wasting.

### **Criterion O: Reflection on the Interview**

The initial research indicated that employees generally were against the idea of monitoring e-mail and online activity and view it as an invasion of their privacy. The research provided a bleak picture of employers watching over their employees' every move, creating a Big Brother atmosphere.

However, the interviews conducted do not necessarily bear out these findings. Rather, they indicate that employers are not merely concerned with keeping their employees busy but are genuinely interested in the welfare of the company and atmosphere in the workplace. An important observation made is that when the risks to the business are high, employers will go to great lengths to protect the data and integrity of the business. However, when the risks to the business are simply wasting time and monitoring would damage the atmosphere, employers are more reluctant to impose it.

In both cases, educating the employees as to the reasons monitoring is done (or not done) is essential to maintain good employee-employer relations. Including employees in the decision of whether to monitor also empowers employees in the decision making process and makes it much easier for them to buy into the idea and even support it.

### **Criterion P: Projection of Broader Implications from the Interview and Portfolio Research**

The issue of monitoring employee online activity at work is controversial and many sided. There is very effective technology available to monitor employee online activity at work and research shows that it is being used.

Employers have an obligation to clients and shareholders that the product or service provided is produced as efficiently as possible. Employers are ultimately responsible for what happens in their firms, including the actions of their employees. Employees interpret the covert monitoring of their actions at work to be an invasion of their privacy.

Employers who choose to monitor their employees are advised to follow these rules:

- 1.) Make certain that all employees are aware that they are being monitored and why.
- 2.) The firm's Acceptable Use Policy should be written, visible at all times and that consequences are clear.

- 3.) Make certain that all monitoring is compliant with local and international law.
- 4.) Involve, as much as possible, employees in the decision process to monitor.

Ultimately, the monitoring of employee online activity can be seen as a necessary evil in many cases. As long as employees are made aware of what is being monitored, where it is stored and for how long – employees have no recourse. When employers involve employees in the decision making process concerning monitoring, it can go a long way to maintain if not improve the work environment and build trust and loyalty among employees.

Word count: 800

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## **Appendix**

### **COMPANY THAT MONITORS EMPLOYEES' EMAIL**

#### **Employer Questionnaire**

1. What is your name and what position do you hold in the company?
  2. Does your company monitor employees' email?
  3. What were the reasons for introducing email monitoring in your company?
  4. Who was consulted when this decision was taken?
  5. What method of email monitoring does your company utilize?
  6. Are the employees aware of the fact that their email is monitored?
  7. How is the information collected and stored and who has access to it?
  8. What policy documents relevant to email usage exist within the company and how are they made available to your employees?
  9. How does your company enforce these policies?
  10. How have these policies been received by your employees?
  11. What are the consequences if an employee is found to be in breach of these policies?
  12. How has email monitoring been received by your employees?
  13. What are the advantages of email monitoring for your company?
  14. Have you encountered any problems with the introduction of email monitoring?
  15. If so, how have you addressed them?
  16. On reflection was the introduction of email monitoring a positive step for your company?
  17. Considering recent news coverage, available software products and your own experience would you recommend employee email monitoring to other companies?
- 

**name of the person interviewed: JD**

**qualification/position: managing director**

**name/address of organization: ELCO Financial Consulting in Vienna, Austria**

**date/place of interview: 15th October 2003/ELCO offices**

**Transcript of interview with employer who monitors email**

1. *What is your name and what position do you hold in the company?*

My name is JD and I am currently the managing director of ELCO Financial Consulting in Vienna, Austria.

2. *Does your company monitor employees' email?*

Yes.

3. *What were the reasons for introducing email monitoring in your company?*

Our company is responsible for the collection and maintaining the financial records (history and projections) of numerous clients, many of whom are relying on our data integrity, privacy and anonymity standards. The risk of these data being leaked, either unintentionally or not, is very high given the company's reliance on e-mail for our transactions and communications with clients and other institutions. Our company's very existence and survival in this competitive market relies heavily on a profile and reputation of high security and data integrity. Our company is also very concerned with the risk of computer espionage and attack in the form of Viruses, Trojan Horses and Worms that are so easily passed as attachments to e-mails.

4. *Who was consulted when this decision was taken?*

This decision was discussed between the Board of Directors, the Technology Support Staff and I.

5. *What method of email monitoring does your company utilize?*

Our company employs a stealth-like software that both forwards questionable e-mails as well as saves keystrokes. E-mails are randomly investigated and employees who draw unnecessary attention to themselves are subject to greater scrutiny. The company also has an extensive firewall installed that strips all attachments from incoming mail, opens and scans them for viruses. Employees are immediately notified of suspect e-mails and attachments received.

6. *Are the employees aware of the fact that their email is monitored?*

Absolutely. All employees are made aware of the policy, in writing, and have signed an Acceptable User Agreement which is legally binding.

7. *How is the information collected and stored and who has access to it?*

In accordance with local and international law, all data is saved on secure servers and kept only as long as needed. All employees have the right to view data stored from their machines.

8. *What policy documents relevant to email usage exist within the company and how are they made available to your employees?*

The E-mail Acceptable Use Policy is attached to all employee contracts and signed along with the contracts. It is published in all working languages of the company and is to be displayed in the area of all computers in the building.

9. *How does your company enforce these policies?*

As mentioned in my earlier response, e-mail keystrokes are randomly checked for questionable content. If an employee is thought to be in breach of the AUP, he/she receives a written warning and is informed that their activity will be closely scrutinized for a period of several weeks or until the company is convinced they are compliant. After two warnings, an employee is put on formal report and any further incidence will result in their termination of employment.

**10. How have these policies been received by your employees?**

All employees engaged after the policy was enacted were made aware of the policy prior to signing their contract. Employees already working here prior to the policy were concerned about invasion of privacy. The company's governing body consulted our attorneys and made sure our policy was compliant with local and international law. To my knowledge, no employee left the company as a result of the policy as our exit interviews would bear out.

*11. What are the consequences if an employee is found to be in breach of these policies?*

As I just said, employees who are found to have compromised company security will be warned and could be asked to leave.

*12. How has email monitoring been received by your employees?*

I think our employees were surprised at first but have grown to appreciate the serious nature of the policy and how their actions can impact on themselves, their colleagues and ultimately the company.

*13. What are the advantages of email monitoring for your company?*

Most importantly, our reputation with our current and potential clients is highly respected as serious and one of high integrity. Our AUP is public knowledge and we are proud to inform our clients of it. Another unintentional result has been that employees are far less likely to write personal e-mail during their time at work and productivity has noticeably increased. Employees are far less apt to encourage friends to e-mail them at work. Finally, the incidence of viruses resulting in technological downtime and data loss has been significantly reduced.

*14. Have you encountered any problems with the introduction of email monitoring?*

At first, it was difficult for current employees. However, once they were convinced that our policy was compliant with the law, they were less concerned.

*15. If so, how have you addressed them?*

We conducted an informal survey of other companies and found that most of them had similar policies. Once our employees were aware of this, their concern was significantly reduced.

*16. On reflection was the introduction of email monitoring a positive step for your company?*

Absolutely. The benefits to the company are overwhelmingly superior to the problems associated with the introduction of the policy.

*17. Considering recent news coverage, available software products and your own experience would you recommend employee email monitoring to other companies?*

I think it has a great deal to do with the nature of the business. Our company's responsibility to its clients was really the deciding factor in implementing such a controversial policy. Other businesses may not be able to justify such a decision with their employees.

**Interview Steps:**

1. Decide on the most suitable interviewee(s).

2. Establish contact (via letter or email) to determine their willingness to be interviewed.
3. Establish the place, date and time of the interview.
4. Design the questionnaire (10–15 open and probing questions). .
5. Provide the interviewee(s) with the questions in advance.
6. Confirm the time, date, place and method of recording the information.
7. Complete the interview(s) and record the responses. Obtain a follow-up contact number or e-mail address from the interviewee(s).
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9. Follow up the interview(s) with a letter of thanks and offer a copy of the final report.
10. Write a draft with an appendix including the questionnaire and the transcript(s) of the interview(s).

### **Sample Questions**

#### **COMPUTER VIRUSES**

1. What is your name and what position do you hold?
2. What kind of business do you run?
3. What kind of computers does your company have?
4. Do you have a network? Internet access?
5. What does your company do to stop viruses from infecting your computers?
6. What solutions have you found to be effective? What success or problems have you had with your chosen solution?
7. Have you ever had a virus outbreak?
8. Should the government or local authorities get involved to find and punish virus creators?
9. Do you have any suggestions for other business who need to deal with the threat of viruses.

#### **BENEFITS OF A WIRELESS MEDICAL NETWORK**

1. What is your name and what position do you hold?
2. What kind of business do you run?
3. What kind of computers does your company have?
4. Do you have a network? Internet access?
5. Why does a wireless network improve your business?
6. What about the medical industry makes it particularly beneficial to have a wireless network?
7. Did you consider other solutions rather than going wireless?
8. Do you think all medical service providers should use wireless networks?

#### **COMPANY THAT MONITORS EMPLOYEES' EMAIL**

1. What is your name and what position do you hold in the company?
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