

Profile information current as at 03/05/2024 06:33 pm

All details in this unit profile for PPMP20012 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

The unit introduces you to systems thinking, systems engineering and systems management principles, concepts, tools and techniques for project, program and portfolio managers (PPPM). Systems thinking offers you a powerful perspective to help design clever and enduring solutions. In your study, you will learn how to effectively apply systems engineering and systems management to organise complex projects. You will also identify the implementation of systems to create outputs and manage information flows. You will study contemporary developments in PPPM using international software, standards and knowledge bases as well as modelling and simulation techniques. As a consequence of managing PPPM information, you will be able to support effective knowledge management and decision making in an organisation.

Details

Career Level: Postgraduate

Unit Level: Level 9 Credit Points: 6

Student Contribution Band: 10

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

Pre-Requisite Units: PPMP20007 & PPMP20009

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the Assessment Policy and Procedure (Higher Education Coursework).

Offerings For Term 2 - 2020

- Brisbane
- Melbourne
- Online
- Perth
- Sydney

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Postgraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Portfolio**Weighting: 35%

2 Written Assessm

2. Written Assessment

Weighting: 30%
3. Online Quiz(zes)
Weighting: 10%
4. Online Test
Weighting: 25%

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the <u>University's Grades and Results Policy</u> for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Lecture and tutorial slides, student feedbacks

Feedback

The lecture content does not align with the learning objective in the unit profile and the name of the course. While the unit is about portfolio management information systems, the lecture focuses on system engineering.

Recommendation

There should be a major change in the content of the unit to make it align with the learning objectives of the unit.

Feedback from Assignment materials

Feedback

The portfolio assignment has too many submission components (the submission is due every week). Although the task in this assignment requires students to reflect and align what they learn each week with the learning objectives, it provides little support in helping students review and develop their knowledge and skills in portfolio management.

Recommendation

A major change to the assignment is expected with the tasks being more practical and better aligned to the learning objectives.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

- 1. Apply fundamental principles of system thinking to project, program and portfolio management
- 2. Demonstrate the use of system thinking tools and techniques to solve complex problems
- 3. Discuss contemporary developments and the importance of project, program and portfolio application systems
- 4. Explain the importance for project management application systems to enable knowledge management and decision making
- 5. Evaluate the importance of project management application systems to monitor performance and manage change across projects, programs and portfolios.

The unit contributes to the required number of academic study units for students wishing to undertake profession certification with the Project Management Institute's (PMI) professional qualifications, such as CAPM or PMP.

Alignment of Learning Outcomes, Assessment and Graduate Attributes Introductory Intermediate Graduate Professional Advanced Level Level Level Level Level Alignment of Assessment Tasks to Learning Outcomes **Assessment Tasks Learning Outcomes** 1 2 4 3 5 1 - Portfolio - 35% 2 - Written Assessment - 30% 3 - Online Quiz(zes) - 10%

Assessment Tasks	Learning Outcomes							
	1		2		3	4		5
4 - Online Test - 25%					•			•
Alignment of Craduate Attributes to Learning Ou	ıtcor	200						
Graduate Attributes	ent of Graduate Attributes to Learning Outcomes Learning Outcomes							
	1 2 3 4 5							
1 - Knowledge		•			0			0
2 - Communication								0
3 - Cognitive, technical and creative skills		0						0
4 - Research					0			
5 - Self-management								
6 - Ethical and Professional Responsibility		0	(0	0		0
7 - Leadership			(
8 - Aboriginal and Torres Strait Islander Cultures								
Alignment of Assessment Tasks to Graduate Att	ribut	es						
Assessment Tasks	Graduate Attributes							
	1	2	3	4	5	6	7	8
1 - Portfolio - 35%	o	0	0	٥	o	o	o	
2 - Written Assessment - 30%	0	0	o	0				
3 - Online Quiz(zes) - 10%	0		0					
4 - Online Test - 25%	0		0			o	0	

Textbooks and Resources

Textbooks

PPMP20012

Prescribed

The Standard for Portfolio Management

Fourth Edition (2017)

Authors: Project Management Institute

Newtown Square, PA: Project Management Institute

ISBN: 9781628253962 Binding: eBook PPMP20012

Prescribed

The Standard for Program Management

Fourth Edition (2017)

Authors: Project Management Institute

ISBN: 9781628251968 Binding: eBook

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

Referencing Style

All submissions for this unit must use the referencing style: <u>American Psychological Association 7th Edition (APA 7th edition)</u>

For further information, see the Assessment Tasks.

Teaching Contacts

Thao Trinh Unit Coordinator

p.trinh@cqu.edu.au

Schedule

Week 1 - 13 Jul 2020

Module/Topic

Chapter

Events and Submissions/Topic

Overview of Program and Portfolio Management	Readings • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • Please download the Full Final Report from the National Commission on the BP Deepwater Horizon Oil Spill and Offshore Drilling • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Unit Introduction Lecture 1 Tutorial 1: Week 1 Q & A Review Portfolio Assessment
Week 2 - 20 Jul 2020		
Module/Topic	Chapter Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition	Events and Submissions/Topic
Strategic Alignment in Program and Portfolio Management	The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 2 Tutorial 2: Week 2 Q & A Write and submit Portfolio for Week 1
Week 3 - 27 Jul 2020		
Module/Topic	Chapter	Events and Submissions/Topic
System Thinking in Program and Portfolio Management	Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • Please download Chapter 5: Overarching Failures of Management of the Chief Counsel's report from the National Commission on the BP Deepwater Horizon Oil Spill and Offshore Drilling; • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 3 Tutorial 3: Week 3 Q & A-case study discussion Write and submit Portfolio for Week 2
Week 4 - 03 Aug 2020		

Chapter

Events and Submissions/Topic

Module/Topic

Program/Portfolio Management Life Cycle	Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 4 Tutorial 4 Write and submit Portfolio for Week 3
Week 5 - 10 Aug 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Program and Portfolio Governance Management	Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 5 Tutorial 5 Write and submit Portfolio for Week 4
Vacation Week - 17 Aug 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Week 6 - 24 Aug 2020		
Module/Topic Program and Portfolio Management Information Systems	Chapter Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and	Lecture 6 Tutorial 6 Write and submit Portfolio for Week 5 Quiz opens on Monday 09:00 AM
	Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	(AEST) and closes on Friday 11.45 PM (AEST)
Week 7 - 31 Aug 2020		
Module/Topic Portfolio Performance Management	Chapter Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 7 Tutorial 7 Write and submit Portfolio for Week 6

Wook 9 07 50m 2020		
Week 8 - 07 Sep 2020 Module/Topic	Chapter	Events and Submissions/Topic
Module/Topic	Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition •	Events and Submissions/Topic
Program and Portfolio Communication Management	The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 8 Tutorial 8 Write and submit Portfolio for Week 7
Week 9 - 14 Sep 2020		
Module/Topic	Chapter	Events and Submissions/Topic
	Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition •	
Program and Portfolio Risk Management	The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 9 Tutorial 9 Write and submit Portfolio for Week 8
Week 10 - 21 Sep 2020		
Module/Topic	Chapter	Events and Submissions/Topic
Program Management Supporting Processes	Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	Lecture 10 Tutorial 10 Write and submit Portfolio for Week 9 Submission of the group assessment due on Sunday 11:59 PM (AEST) Group Report Due: Week 10 Friday (25 Sept 2020) 11:59 pm AEST
Week 11 - 28 Sep 2020		
Module/Topic	Chapter Readings: • The standard for Portfolio Management (PMI)-3rd and 4th edition • The Standard for Program	Events and Submissions/Topic Lecture 11
Program Management Supporting Processes (continued)	Management (PMI)- 3rd and 4th edition Optional Readings, Case Study, and	Tutorial 11 Write and submit Portfolio for Week 10
	Web Sites: • You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites information.	
Week 12 - 05 Oct 2020	 You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites 	

Events and Submissions/Topic Module/Topic Chapter

Readings:

• The standard for Portfolio

Management (PMI)-3rd and 4th edition

The Standard for Program Management (PMI)- 3rd and 4th edition

Optional Readings, Case Study, and

Web Sites:

• You will also be required to read some academic journal papers or texts, visit YouTube, or other web sites

information.

Lecture 12 Tutorial 12 Submission of the individual

assessment due on Sunday 11:59 PM (AEST)

Consolidated Portfolio Due: Week 12 Friday (9 Oct 2020) 11:59 pm AEST

Review/Exam Week - 12 Oct 2020

Advanced Topics in Program and

Portfolio Management and Unit

Review

Module/Topic Chapter **Events and Submissions/Topic**

> Online Test opens on a specific time frame which will be informed during the teaching term by the unit

coordinator

Exam Week - 19 Oct 2020

Module/Topic Chapter **Events and Submissions/Topic**

Term Specific Information

Due to Covid-19 situation, the lectures and tutorials in term 2, 2020 would be conducted online

Assessment Tasks

1 Consolidated Portfolio

Assessment Type

Portfolio

Task Description

Assignment Overview

You are required to complete weekly **questions & activities** and summarize them to provide a consolidated portfolio.

Your portfolio will provide an account of your learning based on your practice and your critical reflection.

Purpose

The primary purpose of this assessment item is to help the students:

- Demonstrate an advanced understanding of knowledge and skills that includes recent, global developments within the area of program and portfolio management and their applications in professional practice.
- Develop the capability to investigate, research, analyze, and synthesize complex information, problems, concepts, and theories and to apply established theories to program and portfolio management practice.

Task

Each week one topic related to the weekly lecture would be given.

The weekly assignments are in two parts: (1) topic discussion on Moodle forum and (2) answer to topic questions.

- You are expected to contribute to the topic discussion posted on **Moodle forum** weekly by **Sunday before** 11:59 pm AEST.
- You can either start a new thread or comment on an existing one.
- A response may extend, support, or challenge the post of another student, and your position should be supported with evidence.
- Each student must then submit their final response to the weekly topic question via the Moodle by **Tuesday before 11:59 pm (AEST)** of the following week. These responses accumulate to form the student's portfolio.

Each submission should comprehensively discuss the topic and arguments should be supported with evidence. Academic writing including appropriate referencing is required.

- Weekly submission would start from week 2 until week 11 (10 weeks in total).
- At the end of this term, you will consolidate your weekly response into a single document which becomes your consolidated portfolio for submission. The assessment marking would be given upon this consolidated portfolio.

Consolidated Portfolio

The consolidated portfolio MUST be submitted as a single document (one file). Evidence of the weekly forum participation should form an appendix to the consolidated portfolio.

Referencing

- Ensuring you have accurate references is important and will allow the marker to easily identify where your portfolio maps to the unit or other peer-reviewed material.
- Referencing should be made according to CQU's APA referencing guide. To locate the guide then Google "CQU APA referencing" and download the PDF file for the current year.
- It is because of your references and academic proficiency with critical analysis that you will be able to gain maximum marks.

Assessment Due Date

Week 12 Friday (9 Oct 2020) 11:59 pm AEST

Portfolio's must be submitted weekly by Tuesday before 11:59 pm (AEST) with a final consolidated portfolio submitted at the end of week 12.

Return Date to Students

Feedback on each weekly portfolio will be provided normally in the tutorial session in the week following submission.

Weighting

35%

Assessment Criteria

Your assignment will be assessed on the extent and quality to which it meets each of the following criteria.

- 1. Forum discussion participation with posts which are relevant to the discussion topic and demonstrate an understanding of the topic, comments are appropriate, thoughtful, reflective, and respectful of other's postings (15%)
- 2. Quality and appropriateness of the response to questions that demonstrate arguments supported by evidence (70%).
- 3. Clarity of expression, grammar, and spelling (5%)
- 4. Strict conformity to CQUniversity Australia APA Referencing Guide (author-date) (5%)
- 5. Appropriate presentation and formatting (5%)

Referencing Style

• American Psychological Association 7th Edition (APA 7th edition)

Submission

Online

Submission Instructions

To be submitted as weekly Microsoft Word document files then a final consolidated Microsoft Word file.

Learning Outcomes Assessed

- Apply fundamental principles of system thinking to project, program and portfolio management
- Discuss contemporary developments and the importance of project, program and portfolio application systems

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Self-management
- Ethical and Professional Responsibility
- Leadership

2 Group Report

Assessment Type

Written Assessment

Task Description

Task Description

Propose a portfolio management framework that would realize a company's strategic objective

Purpose

The primary purpose of this assessment item is to help you to be able to apply systems thinking and the tools and techniques related systems thinking in coming up with a comprehensive solution to a complex problem. The secondary purpose of this assignment is to give you the opportunity to enhance your analysis, critical thinking, and written communication skills; particularly in the areas of argument development and academic writing. Finally, this assessment aims to provide you the ability to apply project management information systems in prioritizing portfolio components, and managing group projects.

Task

- This is a group assessment (3 to 4 students).
- Select a specific strategic objective related to student pillar in CQUniversity's 2019-2023 Strategic Plan, Our
 Future Is You. The objectives are given in page 6, 7 of the CQUniversity's 2019-2023 Strategic Plan document
 which can be accessed via the following
 - link: https://www.cqu.edu.au/__data/assets/pdf_file/0026/97028/CQUniversity_Strategic_Plan_2019-2023.pdf
- Using systems thinking tools and techniques that might aid project managers to design a portfolio and its components (i.e. related projects and programs) that will potentially realize a strategic objective.
- Propose a Portfolio Management Framework to manage the portfolio implementation
- The report of the portfolio management framework must have all components as stated in the assignment guide provided on Moodle.
- The team would need to demonstrate the application of project management information systems (e.g. Microsoft portfolio management, Asana, Jira, Monday.com, etc) in managing this project.

Assessment Due Date

Week 10 Friday (25 Sept 2020) 11:59 pm AEST

Return Date to Students

Week 12 Friday (9 Oct 2020)

Weighting

30%

Assessment Criteria

- 1. A well-developed content with all the components of the portfolio management framework as required (50%)
- 2. A demonstration of thorough knowledge and application of relevant program and portfolio management principles, concepts, system thinking methods and theories in designing the solution (15%)
- 3. Evidence of using project management information systems in managing the project (10%)
- 4. Evidence of group work effort and individual contribution of each member (5%)
- 5. Appropriate and well structured, concise and clear expression arguments in response to the assessment task (5%)
- 6. A clear flow of thought throughout the paper with a clear purpose described in the introduction. (5%)
- 7. A critical review and integration of relevant academic and professional literature which strictly conform to CQUniversity Australia APA Referencing Guide (5%)
- 8. Clarity of expression, grammar, and spelling, appropriate presentation format (5%)

Referencing Style

• American Psychological Association 7th Edition (APA 7th edition)

Submission

Online Group

Learning Outcomes Assessed

- Demonstrate the use of system thinking tools and techniques to solve complex problems
- Explain the importance for project management application systems to enable knowledge management and decision making

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research

3 Online Quiz

Assessment Type

Online Quiz(zes)

Task Description

- You will be required to complete a series of multiple choice quiz questions related to the material and topics covered in the first 5 weeks of this unit.
- The quiz will be available from Monday 09:00 AM to Friday 11:59 PM in Week 6 on the Moodle website.

Number of Quizzes

1

Frequency of Quizzes

Other

Assessment Due Date

Return Date to Students

The quiz will be graded in Moodle

Weighting

10%

Assessment Criteria

- There will be multiple-choice questions in the quiz which will be randomly selected from a pool of questions.
- You may attempt the quiz 2 times and your average score will apply.

Referencing Style

• American Psychological Association 7th Edition (APA 7th edition)

Submission

Online

Learning Outcomes Assessed

- Apply fundamental principles of system thinking to project, program and portfolio management
- Demonstrate the use of system thinking tools and techniques to solve complex problems

Graduate Attributes

- Knowledge
- Cognitive, technical and creative skills

4 Online Test

Assessment Type

Online Test

Task Description

This is an open book test.

• The test will be of 2 hours duration (120 minutes + 15 minutes perusal time).

- You will read the questions, write your answers, check, and finally submit your answers back into Moodle within 135 minutes.
- The test consists of 5 questions. Questions will be RANDOMLY pulled out from the question bank. Hence, students will not receive the same set of questions.
- You should make sure you complete your test answers within the given time-frame.
- The test schedule is fixed and applicable to all students on all campuses.
 The test will close and be submitted automatically at the end of the time
 There is only ONE submission attempt during the allocated exam time.

Assessment Due Date

During the Review/Exam Week. Specific date and time would be advised later during the term.

Return Date to Students

Weighting

25%

Assessment Criteria

The test consists of five questions, each being worth 5 of the 25 marks available.

Referencing Style

• American Psychological Association 7th Edition (APA 7th edition)

Submission

Online

Learning Outcomes Assessed

- Discuss contemporary developments and the importance of project, program and portfolio application systems
- Evaluate the importance of project management application systems to monitor performance and manage change across projects, programs and portfolios.

Graduate Attributes

- Knowledge
- Cognitive, technical and creative skills
- Ethical and Professional Responsibility
- Leadership

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?

For academic advice and guidance, the <u>Academic Learning Centre (ALC)</u> can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?



Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem