

ICTICT517 - Match ICT needs with the strategic direction of the organisation

Assessor Instructions: Students must complete all the tables below.

The acceptable responses must:

- Be within the specified word limit.
- Reflect on the characteristics described in the benchmark answers provided in each section.

TABLE 1: CHANGE ASSESSMENT REPORT

Candidate Name	
Workplace/Organisation	Bounce Fitness
Date Prepared	

TABLE 2: PROPOSED CHANGES, DIGITAL TECHNOLOGIES, DIGITAL APPLICATIONS

Proposed Changes to ICT List all proposed changes to organisational ICT. <i>Add more rows as necessary.</i> Assessor Instructions: Students' responses must correspond to the proposed changes identified in the strategic gap analysis report from Assessment 2 and must be five (5) in total.	a. Integration of Scalability Solutions on Membership Management System (MMS)
	b. Implementation of an automated monitoring system for servers to detect issues in real-time.

Sample answers are provided below for Proposed Changes 1 and 2 for the assessor's guidance.

Digital Technologies for Sharing Information

List two [2] new digital technologies you will use to share the proposed changes with relevant personnel.

Assessor Instructions: Students' responses may vary but must refer to recent devices or hardware that the student will use when informing relevant personnel about the plan to implement the changes.

Sample answers are provided below for Proposed Change 1 for the assessor's guidance.

a.
Video Conferencing Tools

b.
Project Management Software

Digital Applications for Sharing Information

List two [2] new digital applications to share the proposed changes with relevant personnel.

Assessor Instructions: Students' responses may vary but must refer to recent software that the student

a.
Microsoft Teams

b.
SharePoint

will use when informing relevant personnel about the plan to implement the changes.

Sample answers are provided below for Proposed Change 1 for the assessor's guidance.

TABLE 3: ASSESSMENT OF PROPOSED CHANGES

This section must include an assessment of each proposed change against strategic plan objectives.

Note: Copy the blank TABLE 3.2: Proposed Change 2 as many times as necessary in order to analyse all your proposed changes.

Assessor Instructions: Students' responses will vary based on their proposed changes, but they must include ALL of the following for EACH proposed change:

1. All strategic plan objectives relevant to the proposed change.
2. Impact of the proposed change on each strategic plan objective.
3. Cost of implementation.
4. Net gain from implementation.
5. Calculation of the ROI
6. ROI findings
7. All difficulties of each proposed change.
This can include technical problems, resource limitations and resistance to change.
8. A risk assessment for each difficulty identified, including:
 - 8.1. All potential risks
 - 8.2. Likelihood of each potential risk
 - 8.3. Severity of each potential risk
 - 8.4. Risk rating of each potential risk

Sample answers are provided below for Proposed Change 1 for the assessor's guidance.

TABLE 3.1: Proposed Change 1

Proposed Change	Integration of Scalability Solutions on Membership Management System [MMS]	
Relevant Organisational Objectives This section refers to objectives that will be impacted by the proposed change to organisational ICT.	Impact of Proposed Change This section refers to how progress and operation towards achieving the goal will be helped or hindered by the proposed change.	
Sales Boost	Enhanced system performance, improved scalability, and efficient handling of high membership volumes.	
Cost of Implementation This refers to the total expenses that the organisation must spend to make the change. Assessor Instructions: The cost of implementation will need to align with what has been allocated in the 20XX Investment Budget	\$60,000	

<p>Net Gain from Implementation</p> <p>This refers to the financial gains of implementing the change after deducting all costs and expenses.</p> <p>Assessor Instructions: The students will need to assume the expected gain from the proposed change.</p>	<p>\$120,000</p>
<p>ROI Calculation</p> <p>This must follow this formula:</p> <p><i>[(Net Gain from Investment / Investment Cost) x 100]</i></p> <p>Assessor Instructions: The students will need to calculate the ROI using the formula provided.</p>	<p>$[(120,000 / 60,000) \times 100] = 200\%$</p>
<p>ROI Findings</p> <p>This refers to the candidate determining if the investment is profitable based on the outcome of the ROI calculation.</p> <p>Assessor Instructions: The students will need to determine if the investment is profitable based on the ROI calculation.</p>	<p>A positive ROI indicates that the financial gains from the investment (in this case, implementing the proposed change) are twice the investment cost, making it a financially beneficial decision.</p>

Difficulties	Risks	Likelihood	Severity	Risk Rating
<p>This refers to challenges that the organisation can expect to face during the implementation of the proposed change to organisational ICT.</p> <p>Assessor Instructions: The difficulties listed must relate to the proposed change.</p>	<p>This refers to the potential harm that can arise from the difficulty identified.</p> <p>Assessor Instructions: The risks listed must relate to the difficulty listed.</p>	<p>This refers to the probability or chance that the risk will occur.</p> <p>To determine the likelihood of each risk, you will need to use TABLE 4.1 below.</p> <p>Assessor Instructions: The rating of the likelihood must align with the risk. For example, the student cannot state that the server crashing during implementation is rare because it hasn't happened before.</p>	<p>This refers to the impact or consequences that will occur if the risk happens.</p> <p>To determine the likelihood of each risk, you will need to use TABLE 4.1 below.</p> <p>Assessor Instructions: The rating of the severity must align with the risk. For example, the student cannot state that the server crashing during implementation is negligible.</p>	<p>This refers to the prioritisation of the risk based on its likelihood and severity.</p> <p>To determine the likelihood of each risk, you will need to use TABLE 4.1 below.</p> <p>Assessor Instructions: The risk rating must align with the result of likelihood/severity according to TABLE 4.1 below.</p>

The integration process might require specialised skills and expertise.	Inadequate expertise or shortage of skilled personnel for the integration process may lead to delays, errors, or suboptimal implementation.	Possible	Serious	Moderate

TABLE 3.2: Proposed Change 2	
Proposed Change	Implementation of an automated monitoring system for servers to detect issues in real-time.
Relevant Organisational Objectives This section refers to objectives that will be impacted by the proposed change to organisational ICT.	Impact of Proposed Change This section refers to how progress and operation towards achieving the goal will be helped or hindered by the proposed change. [Approximate word count: 10 – 20 words]
Sales Boost	Enhanced server reliability, improved network performance, and increased operational efficiency.

<p>Cost of Implementation</p> <p>This refers to the total expenses that the organisation must spend to make the change.</p> <p>Assessor Instructions: The cost of implementation will need to align with what has been allocated in the 20XX Investment Budget</p>	<p>\$60,000</p>
<p>Net Gain from Implementation</p> <p>This refers to the financial gains of implementing the change after deducting all costs and expenses.</p> <p>Assessor Instructions: The students will need to assume the expected gain from the proposed change.</p>	<p>\$120,000</p>
<p>ROI Calculation</p> <p>This must follow this formula:</p> <p><i>[(Net Gain from Investment / Investment Cost) x 100]</i></p> <p>Assessor Instructions: The students will need to calculate the ROI using the formula provided.</p>	<p>$[(120,000 / 60,000) \times 100] = 200\%$</p>

<p>ROI Findings</p> <p>Assessor Instructions: The students will need to determine if the investment is profitable based on the ROI calculation and it must be consistent with that finding.</p>	<p>Profitable <input type="checkbox"/> Not Profitable <input type="checkbox"/></p>			
<p>Difficulties</p> <p>This refers to challenges that the organisation can expect to face during the implementation of the proposed change to organisational ICT.</p> <p>[Approximate word count: 20 – 50 words]</p> <p>Assessor Instructions: The difficulties listed must relate to the proposed change.</p>	<p>Risks</p> <p>This refers to the potential harm that can arise from the difficulty identified.</p> <p>{Approximate word count: 10 – 30 words}</p> <p>Assessor Instructions: The risks listed must relate to the difficulty listed.</p>	<p>Likelihood</p> <p>This refers to the probability or chance that the risk will occur.</p> <p>To determine the likelihood of each risk, you will need to use TABLE 4.1 below.</p> <p>Assessor Instructions: The rating of the likelihood must align with the risk. For example, the student cannot state that the server crashing during implementation is rare because it</p>	<p>Severity</p> <p>This refers to the impact or consequences that will occur if the risk happens.</p> <p>To determine the likelihood of each risk, you will need to use TABLE 4.1 below.</p> <p>Assessor Instructions: The rating of the severity must align with the risk. For example, the student cannot state that the</p>	<p>Risk Rating</p> <p>This refers to the prioritisation of the risk based on its likelihood and severity.</p> <p>To determine the likelihood of each risk, you will need to use TABLE 4.1 below.</p> <p>Assessor Instructions: The risk rating must align with the result of likelihood/severity according to TABLE 4.1 below.</p>

		hasn't happened before.	server crashing during implementation is negligible.	
Implementing an automated monitoring system for servers involves complex integration with the existing ICT infrastructure at Bounce Fitness. The complexity of the integration can create several issues.	The complex integration process may pose a risk of system downtime during the implementation phase.	Unlikely	Minor	Low

Add more rows as necessary.

TABLE 4: RISK RATING MATRIX

To the Student: Use this matrix to guide you in identifying the risk rating of each risk.

TABLE 4.1: RISK RATING MATRIX						
Likelihood	Consequence					
	Negligible (0)	Minor (1)	Serious (2)	Major (3)	Fatality (4)	Multiple Fatalities (5)
Rare (1)	No Risk	Low	Low	Low	Moderate	Moderate
Unlikely (2)	No Risk	Low	Moderate	Moderate	High	High
Possible (3)	No Risk	Low	Moderate	High	High	Extreme
Likely (4)	No Risk	Moderate	High	High	Extreme	Extreme
Almost Certain (5)	No Risk	Moderate	High	Extreme	Extreme	Extreme

**To identify the level of risk, refer to the intersecting value between the likelihood and consequence of the harm to occur.*

TABLE 4.2: Consequence Scale		
Level	Consequence	Description
0	Negligible	No Injuries.
1	Minor	Injury/ill health. First-aid treatment required. Minor business interruption
2	Serious	Medical treatment required. Moderate business interruption.
3	Major	Excessive, multiple long-term injuries. Major business interruption.
4	Fatality	Single death
5	Multiple Fatalities	Multiple deaths and serious long-term injuries.

TABLE 4.3: Risk Priority Scale		
Level	Risk Priority	Description
0	N	No Risk: The costs to treat the risk are disproportionately high compared to the negligible consequences.
1-3	L	Low: May require consideration in any future changes to the work area or processes or can be fixed immediately.
4-6	M	Moderate: May require corrective action through planning and budgeting process.
8-12	H	High: Requires immediate corrective action.
15-25	E	Extreme: Requires immediate prohibition of the work process and immediate corrective action.

TABLE 5: RISK RATING MATRIX

This section must outline information on the prioritisation of each proposed change.

Assessor Instructions: Students' responses will vary based on their proposed changes, but they must include ALL of the following for EACH proposed change:

1. Priority ranking.
2. All dependencies with other proposed changes.
3. All personnel responsible for implementing the change.
4. Information on the prioritisation of the proposed change for each personnel identified.

<p>Proposed Change</p>	<p>Priority Ranking</p> <p>This refers to the level of importance and urgency for the change based on the evaluations and assessments conducted.</p>	<p>Dependencies</p> <p>This refers to relationships between the proposed changes where one change requires the implementation of other changes first.</p>	<p>Personnel Responsible</p> <p>This refers to individuals or groups within the candidate's organisation who must implement the proposed change.</p>	<p>Prioritisation for Personnel</p> <p>This refers to the level of prioritisation of the task to implement the proposed change for the personnel in comparison to their other tasks. For example, if the proposed task needs to be completed by the Manager as a priority, it should be specified by adding a rating next to the role like this:</p> <p>Manager [1]</p> <p>Ratings to be used:</p> <p>1 – High Priority</p> <p>2 – Medium Priority</p> <p>3 – Low Priority</p>
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<p>a.</p> <p>Integration of Scalability Solutions on Membership Management System [MMS]</p>	<p>Low 3: May require consideration in any future changes to the work area or processes or can be fixed immediately.</p>	<p>Availability of necessary hardware and software components.</p>	<p>IT Manager IT Administrator CFO</p>	<p>IT Manager [1] IT Administrator [1] CFO [2]</p>
<p>b.</p> <p>Implementation of an automated monitoring system for servers to detect issues in real-time.</p>	<p>Low 1: May require consideration in any future changes to the work area or processes or can be fixed immediately.</p>	<p>Availability of necessary hardware and software components.</p>	<p>IT Manager IT Administrator CFO</p>	<p>IT Manager [2] IT Administrator [2] CFO [2]</p>

Add more rows as necessary.

TABLE 6: ORDER OF IMPLEMENTATION

This section must include a proposed schedule for the implementation of changes.

This must be based on the prioritisation of proposed changes.

Assessor Instructions: Students' responses will vary based on their proposed changes, but they must include ALL of the following for EACH proposed change:

1. Date when each proposed change must be implemented.
2. Order of implementation of the proposed changes.

<p>Proposed Change</p> <p><i>Write the proposed changes in the order they must be implemented in</i></p> <p>Assessor Instructions: Students' order of their changes will need to align with the risk priority assigned to each change.</p>	<p>Date for Implementation</p>
<p>a.</p> <p>Integration of Scalability Solutions on Membership Management System (MMS)</p>	<p>13.03.24</p>
<p>b.</p> <p>Implementation of an automated monitoring system for servers to detect issues in real-time.</p>	<p>15.04.24</p>

Add more rows as necessary.

END OF CHANGE ASSESSMENT REPORT