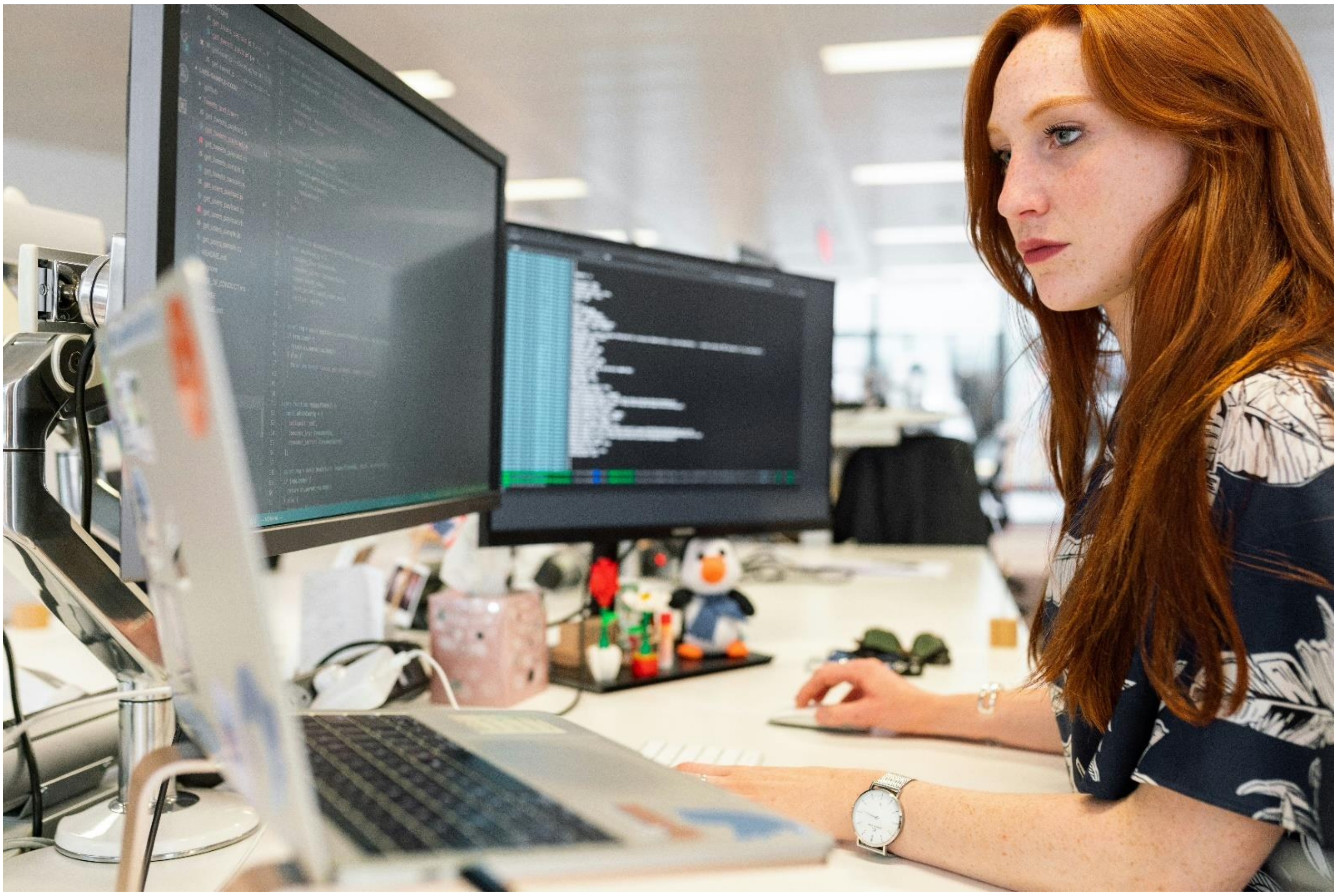

ICTICT517

Match ICT needs with the strategic direction of the organisation

Assessment 3 of 4

Project

Assessor Guide

Assessment Instructions

Task Overview

This assessment task is divided into three (3) tasks. Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- Learning Material
- Strategic Gap Analysis Report you developed in Assessment 2.
- 20XX Investment Budget
- Style Guide
- Communications Policy
- Change Assessment Report

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

– the processes for conducting the assessment (e.g. allowing additional time)
– the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Case Study

This is a continuation of Assessment 2.

Your CEO reviewed your Strategic Gap Analysis Report and responded. Read his email below:

To:	Student’s name
From:	Supervisor
CC:	
Date/time:	16.04.23, 11:30 a.m.
Subject:	Feedback on the Strategic Gap Analysis Report
Attachments:	

Dear [Student Name],

Thanks for sharing the Strategic Gap Analysis Report. I appreciate the effort you've put into identifying proposed changes, gaps, and improvement opportunities.

I agree and approve of the proposed changes. Could you delve deeper to enhance our understanding?

I propose evaluating and analysing these proposed changes for Bounce Fitness's ICT. Additionally, reviewing the 20XX Investment Budget would provide insights into resource allocation.

Please determine the prioritisation of each proposed change and document all information in a comprehensive Change Assessment Report.

Looking forward to your detailed analysis.

Best,

CEO

You will need to complete the three (3) tasks below using the additional resources and supporting documents as required for each task.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

As an IT Manager, you must evaluate and analyse the proposed changes to Bounce Fitness's ICT.

You also need to note that to implement the proposed changes, you will need to collaborate with the following people:

- John Smith – IT Administrator (a colleague from the same department that reports to you).
- Gary Anderson – CFO of Bounce Fitness (internal organisation client)

The completion of any implemented changes will need to be discussed and coordinated between you and your team members.

To complete this task, you must:

a. Access and read the following:
   i. Strategic Gap Analysis Report you developed in Assessment 2.
   ii. 20XX Investment Budget
   iii. Style Guide
b. Determine the following information to share to the personnel implementing the changes:
   i. At least two new digital technologies
   ii. At least two new digital applications
c. Assess each proposed change to Bounce Fitness's ICT against strategic plan objectives.
d. Conduct a return on investment (ROI) assessment for each proposed change:
   i. Identify the following:
      - Cost of implementation
      - Financial benefits from implementation
   ii. Calculate the ROI based on identified information.
   iii. Determine the ROI for the proposed change.
e. Conduct a risk assessment for each proposed change to determine potential difficulties by identifying the following:
   i. All potential risks
   ii. Likelihood of each potential risk
   iii. Severity of each potential risk
   iv. Risk rating of each potential risk
f. Determine the prioritisation of each proposed change:
   i. Identify the priority ranking of each change.
   ii. Determine all dependencies of each change with other proposed changes.
   iii. All personnel responsible for implementing each change.
g. Seek the following information from each personnel identified:
   i. High-priority tasks of each personnel.
   ii. Level of prioritisation of relevant proposed changes in comparison to the personnel's other tasks.

h. Develop a proposed schedule for implementing the proposed changes.

Document all information in the **Change Assessment Report** template.

More information regarding completing the **Change Assessment Report** is provided in each section of the template.

Assessor instructions: Students must complete the **Change Assessment Report** template provided in their learning resources. To do so, they must follow all the steps listed in the instructions for the above task.

More information regarding completing the Change Assessment Report, as well as the specific criteria for satisfactory performance, are provided in each section of the **Change Assessment Report – Assessor Guide.**

Task 2

The CEO requested that you have a meeting with John Smith – IT Administrator (a colleague from the same department), and Gary Anderson – CFO of Bounce Fitness (an internal organisation client), to discuss the implementation of the proposed changes and their involvement.

During your meeting with them, ensure you confirm their involvement in the implementation of the proposed changes and update the Change Assessment report.

After the meeting, you must save and submit the Change Analysis Report using the following naming convention:

<Student Name> Change Analysis Report

Read and follow the Role play instructions below.

Assessor instructions: Students must participate in a role play **with two (2) others** following the instructions provided.

Role play instructions
The meeting must include at least two (2) participant/s, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria. **Key Observation Criteria** During the role play, you will be required to: 1. Present all the tables in the Change Assessment Report. 2. Select and use appropriate conventions and protocols when communicating with John and Gary in accordance with the organisation's **Communications Policy**. 3. Recognise and accommodate the basic differences and priorities of the other two team members. 4. Cooperate with others and contribute to work practices where joint outcomes are expected and deadlines are to be met. 5. Use plain English, translating technical terminology, when necessary, to communicate with John and Gary and determine objectives, articulate ideas and requirements, and develop/finalise the report 6. Elicit information using effective listening and questioning techniques. 7. Accept responsibility for planning and sequencing complex tasks and workload, negotiate key aspects with others, and take into account capabilities, efficiencies and effectiveness.

8. Confirm the involvement that John and Gary will have in implementing the proposed changes in terms of their responsibilities, how much time they can allocate, and whether the deadlines can be met.

Participant information

During the role play, you will demonstrate your skills in interacting with at least one other person. Participants in your roleplay may be:

1. friends or family members; or
2. fellow student/s who will play the role of a team member.

Option 1: Friend/s or family member/s

Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

Please contact your fellow student/s via the Discussion Forum and coordinate your role play with them directly.

Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Student/s will need to state their name and the role they are playing at the meeting at the start of the recording to inform consent.

Participants' briefing instructions

Participant 1 - John Smith – IT Administrator (a colleague from the same department)

You will play the role of John Smith, an IT Administrator at Bounce Fitness who reports to the student/IT Manager. You have been part of the team for three (3) years, and you always had a good relationship with the IT Manager. You are excited about the upcoming changes and you are very keen to help whichever way you can.

During the role play, you must:

- Listen to the presentation carefully.
- Ask clarifying questions in regard to the content presented and the terminology used,
- Be respectful and use appropriate language at all times.
- Provide your input regarding the responsibilities assigned to you, the time you can allocate and whether the deadlines can be met.
- Confirm your involvement in the implementation of the proposed changes.

Participant 2 - Gary Anderson – CFO of Bounce Fitness (an internal organisation client)

You will play the role of Gary Anderson, CFO at Bounce Fitness. You have been part of the organisation for over 15 years. You have a very busy schedule, and lately, you have been asked to get involved in various projects in different departments. You feel overwhelmed with the amount of work you already have, and although you are happy to help, you can commit only a few hours to this project, which might result in a change to the deadlines.

During the role play, you must:

- Listen to the presentation carefully.
- Ask clarifying questions in regard to the content presented and the terminology used and also who was responsible for planning and sequencing the tasks
- Be respectful and use appropriate language at all times.
- Provide your input regarding the responsibilities assigned to you, the time you can allocate and whether the deadlines can be met.
- Confirm your involvement in the implementation of the proposed changes.

Recording instructions

Your role play must be recorded with all participant/s captured in a virtual room using an application such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participant/s at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, followed by all participants replying with their names and the roles they are playing to provide their consent.

"This session is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and the role they are going to play."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

Assessor instructions:

The student will be required to present the Change Assessment Report to John and Gary. During the meeting, they will need to discuss the changes, the responsibilities of each participant, the time allocation they can commit to, and the deadlines for the implementation of each proposed change.

Use the following Observation Checklist to record your observations while you watch the video. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist *[to be completed by the Assessor]*	
Use this checklist while reviewing the recorded role play:	
Did the student:	**Satisfactory/Not Yet Satisfactory**
1. Present all the tables in the Change Assessment Report. The student must present all six (6) tables included in the Change Assessment Report	☐Satisfactory ☐ Not Yet Satisfactory
2. Select and use appropriate conventions and protocols when communicating with John and Gary. The student must communicate using appropriate conventions and protocols as specified in the Communications Policy. More specifically, the section "Key Principles of Effective Communication.	☐Satisfactory ☐ Not Yet Satisfactory
3. Recognise and accommodate the basic differences and priorities of the other two team members. The student must discuss the specific circumstances of the team members' current workload and recognise and accommodate them.	☐Satisfactory ☐ Not Yet Satisfactory
4. Cooperate with others and contribute to work practices where joint outcomes are expected and deadlines are to be met. The student must cooperate with the other team members and come to an agreement regarding the expected outcomes and the deadlines that need to be met.	☐Satisfactory ☐ Not Yet Satisfactory
5. Use plain English, translating technical terminology, when necessary, to communicate with John and Gary and determine objectives, articulate ideas and requirements, and develop/finalise the report. The student must explain any technical terminology when required, determine the objectives and clarify the requirements. During the meeting, the student will need to update the Change Assessment report according to the new information provided.	☐Satisfactory ☐ Not Yet Satisfactory
6. Elicit information using effective listening and questioning techniques. The student must display signs of effective listening, such as nodding, paraphrasing, seeking clarification, etc. They will also need to use effective questioning techniques such as open-ended questions and probing questions.	☐Satisfactory ☐ Not Yet Satisfactory
7. Accept responsibility for planning and sequencing complex tasks and workload, negotiate key aspects with others, and take into account capabilities, efficiencies and effectiveness. The student will need to accept responsibility for planning and sequencing the tasks and negotiating the key aspects of the proposed changes with John and Gary, taking into account their capabilities, efficiencies, and effectiveness.	☐Satisfactory ☐ Not Yet Satisfactory

8. Confirm the involvement that John and Gary will have in implementing the proposed changes in terms of their responsibilities, how much time they can allocate, and whether the deadlines can be met. The student will need to confirm John and Gary's involvement in the implementation of the proposed changes.	☐Satisfactory ☐ Not Yet Satisfactory

Task 3

Now, you need to provide the finalised Change Assessment Report you created to your superior and request feedback.

Superior refers to individuals in the organisation whom you report to and receive insights and guidelines from (e.g., manager, supervisor). For the purpose of this assessment, your superior will be your assessor and will have the role of the CEO of Bounce Fitness.

To do so, you will write an email using the email template below. Ensure that in your email, you:

- Attach your Change Assessment Report.
- Ask your supervisor to provide you with feedback.

In your email, you must

- Use simple and easy-to-understand language.
- Use vocabulary and terminology that is easily understood by the target audience.
- Include explanations for all terminology that can be unfamiliar to the target audience.
- Uses correct grammatical structure when writing sentences.
- Follow the organisation's **Style Gude** to ensure your email corresponds to organisational policies and procedures for document formatting and structure.

[Approximate word count: 50 – 100 words]

Assessor instructions: Students must write an email to their superior using the email template below.

The acceptable responses must:

- Be within the specified word limit.
- Adress all the requirements stated in the task instructions.
- Reflect the characteristics described in the exemplar answer.
- Follow the General Formatting as specified in the **Style Guide**:
  General Formatting
    - Use capitalisation on the following:
        - Proper names, including names of a department, e.g. Operations Department
        - Beginning of sentences

      Do not capitalise job roles/titles in between sentences, unless used as a form of address, e.g. Director John Murphy, Governor Edwards. Otherwise, it should be in lowercase.
    - General Text Formatting

- Font: Calibri
- Font Size: 10 pt
- Font Colour: Black (Auto)
- Paragraph Alignment: Justified
- Page Size: A4 (8.27” x 11.69”)

A benchmark answer is provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>> CEO
From:	<<Add your name and position title here>> Student’s name
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 18.04.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>> Requesting feedback on the Change Assessment Report
Attachments:	<<Add the name of any attachments here>> Change Assessment Report. docx

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Dear CEO,

I've completed the Change Assessment Report.

Attached is the report for your review. I would appreciate your feedback on the evaluation of the proposed changes.

If you have any questions or require further clarification, do not hesitate to contact me.

Regards,
Student Name

Regards,

<<Add your name here>>

<<Add your job position here>>

Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Task 1 – Change Assessment Report	☐
2	Task 2 – Role Play	☐
3	Task 3 – Email to CEO	☐

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:	☐ S ☐ NYS

Congratulations, you have reached the end of Assessment 3!