ICTPMG411

Support small scale ICT projects

Assessment 2 of 6

Case Study

Assessor Guide

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Assessment Instructions

Task Overview

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
- [Bounce Fitness Home - Bounce Fitness (precisionrtoresources.com.au)](precisionrtoresources.com.au)
- ICTPMG411_02_Bounce Fitness's IT Stakeholders
- ICTPMG411_02_Project Charter Template

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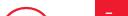
Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.

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.

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Case Study

Case Study: Bounce Fitness Mobile App Development

Background: Bounce Fitness, a leader in health and wellness, is embracing digital transformation to meet evolving customer preferences. The organisation plans to develop a mobile application, "BounceFit Tracker," which will enhance member engagement and streamline operational processes.

Your: As the IT Project Supervisor at Bounce Fitness, you are tasked with supporting the "BounceFit Tracker" project. This role includes overseeing the development, integration, and deployment of the mobile application, ensuring it aligns with the strategic goals of enhancing member services and operational efficiency.

Project Purpose:

The purpose of the "BounceFit Tracker" project is to develop a mobile application that enhances the fitness experience for Bounce Fitness members by providing a seamless, interactive platform for managing fitness activities. The app will enable members to track their fitness progress, schedule classes, and communicate directly with personal trainers, contributing to enhanced member satisfaction and engagement. This project supports Bounce Fitness's strategic initiative to integrate advanced digital solutions into its service offerings, aiming to improve operational efficiency and member retention.

Project Scope:

- **Inclusions:** Designing the user interface, integrating with existing membership systems, developing features for fitness tracking, class scheduling, and direct communication with personal trainers.

- **Exclusions:** The project will not cover the development of associated hardware or the overhaul of existing legacy systems. Subsequent updates are considered outside the initial project scope.

Project Objectives:

1. **Enhance User Experience:** To develop a user-friendly mobile app that allows members to manage their fitness schedules, track their workouts, and communicate with trainers directly.

2. **Optimise Operational Efficiency:** To reduce administrative tasks at the front desk by 40% by automating class bookings and member queries through the app.

3. **Increase Member Engagement:** To achieve a member adoption rate of at least 75% within the first six months after launch.

Timeline: Project initiation is set for June 2024, with the initial rollout planned for December 2024, following extensive testing and feedback adjustments.

Challenges: Key challenges include ensuring robust data security, seamless integration with current systems, achieving high user adoption rates among members, and managing the transition for staff and members accustomed to existing procedures.

Task 1

1. Access and review:

   a. [Bounce Fitness Home - Bounce Fitness (precisionrtoresources.com.au)](precisionrtoresources.com.au)

   b. ICTPMG411_02_Bounce Fitness's IT Stakeholders

2. Identify applicable organisational policies and procedures from the link

3. Identify stakeholders and project sponsor

4. Identify project objectives and gather requirements

5. Fill out the ICTPMG411_02_Project Charter Template, save it and submit using the following naming convention:

    <Student Name>_Project Charter

Assessor instructions: Students must complete the ICTPMG411_02_Project Charter Template.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers, as well as instructions for the assessor, are provided in the **ICTPMG411_02_Project Charter – Assessor Guide.**

Task 2

Seek approval from the project sponsor by sending them an email using the template below.

In your email, ensure you:

- Explain the purpose of the email
- Attach the Project Charter Template you prepared and write a short description of what it includes
- Seek their approval

[Approximate word count 50 – 100 words]

Assessor instructions: Students must send an email using the template below.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

The benchmark answer is provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>> Emma Johnson, CEO
From:	<<Add your name and position title here>> Student Name, IT Project Manager
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> 15.04.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>> Project Charter
Attachments:	<<Add the name of any attachments here>> Project Charter.docx

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

<<Add message here>>

Dear Emma.

I hope this email finds you well. I am writing to submit the Project Charter for our upcoming initiative, the "BounceFit Tracker" app. This document outlines the project's purpose, objectives, scope, and key stakeholders, aiming to enhance our member engagement and operational efficiency through a user-friendly mobile platform.

Please find the attached Project Charter for your review. Your approval is essential for us to move forward with the development and implementation phases.

Regards,

Student Name

Regards,

<<Add your name here>>

<<Add your job position here>>

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Assessment submission checklist

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

1	Task 1 – Project Charter	☐
2	Task 2 - Email	☐

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 2!