



ICTPMG411

Support small scale ICT projects

Assessment 6 of 6

Case Study

Assessor Guide



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
- ICTPMG411_06_Project Plan
- ICTPMG411_06_Risk Management Policies and Procedures
- ICTPMG411_06_Bounce Fitness's IT Stakeholders
- ICTPMG411_06_Risk Management Plan
- ICTPMG411_06_Project Management Policies and Procedures
- ICTPMG411_06_Project Review

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

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.

Project Details: Bounce Fitness Staff Scheduling System

Background:

Bounce Fitness is seeking to improve the efficiency and accuracy of its staff scheduling processes. Currently, scheduling is handled manually, leading to frequent errors and inefficiencies. To address this, the company plans to implement a simple, automated Staff Scheduling System that streamlines the creation, distribution, and adjustment of staff work schedules across all its fitness centres.

Role:

As the IT Coordinator at Bounce Fitness, you are tasked with leading the deployment of the Staff Scheduling System. Your responsibilities include selecting the appropriate software, overseeing its customisation to meet specific operational needs, and managing the system rollout to all locations.

Project Purpose:

The purpose of the "Bounce Fitness Staff Scheduling System" project is to enhance operational efficiency by automating the scheduling process. The system will ensure that schedules are created fairly and efficiently, with the ability to easily accommodate staff availability and qualifications, thus reducing administrative time and improving staff satisfaction.

Project Scope:

- **Inclusions:**
 - Selection and purchase of an off-the-shelf scheduling software solution.
 - Customization of the software to fit the specific needs of Bounce Fitness, including integration with existing employee databases.
 - Training for administrative staff on how to use the new system.
- **Exclusions:**
 - Development of custom software from scratch.
 - Integration with payroll or other financial systems.
 - Expansion of the project scope to include other HR functionalities.

Project Objectives:

1. **Increase Scheduling Efficiency:** Automate the scheduling process to reduce the time spent on schedule creation and adjustments by 70%.
2. **Reduce Scheduling Errors:** Achieve a 90% reduction in scheduling conflicts and errors.
3. **Enhance Employee Satisfaction:** Improve employee satisfaction regarding shift allocations and flexibility, aiming for a 20% increase in positive feedback.

Timeline:

Project initiation is set for July 2024, with full implementation expected by October 2024.

Challenges:

Key challenges include selecting software that can be easily integrated into the existing IT infrastructure without significant disruptions, training staff to adapt to the new system, and ensuring the reliability and flexibility of the software to handle peak times and special events.

Budget: \$80,000

Task 1

1. Read the case study above:
2. Break down requirements into individual project tasks. To do so, take into consideration:
 - a. The project purpose
 - b. The project objectives
 - c. The project scope
3. Identify and gather the resources required for the project
 - a. Resources can include tools, equipment as well s software or human resources.
4. Compile a schedule of project tasks
 - a. This task will be demonstrated using a Gantt Chart.
5. Think about how you will allocate task responsibilities to project team members. You must use the following document for responsibilities assigned to the correct stakeholder:
 - a. **ICTPMG411_06_Bounce Fitness's IT Stakeholders**
6. Consider the estimated cost of the project, taking into consideration all the project requirements.
7. Discuss the risk treatment measures used by Bounce Fitness as part of the Risk Management Process
 - a. **ICTPMG411_06_Risk Management Policies and Procedures**
8. Fill out the ICTPMG411_03_Project Plan, save it and submit it using the following naming convention:
<Student Name>_Project Plan_Assessment 6

Assessor instructions: Students must complete the ICTPMG411_06_Project Plan.

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_06_Project Plan - Assessor Guide**.

Task 2

Seek approval from the project sponsor, Emma Johnson, CEO, by sending them an email using the template below.

In your email, ensure you:

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

[Approximate word count 50 – 80 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 Plan
Attachments:	<<Add the name of any attachments here>> Project Plan.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 Plan for our upcoming initiative, the "Bounce Fitness Staff Scheduling System". This document outlines the project's purpose, objectives, activities, and budget.

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>>

Case Study

As the implementation of the Bounce Fitness Staff Scheduling System progressed, the project faced significant hurdles that impacted the planned timeline and budget. Initial estimates had set the project budget at \$80,000, with a four-month timeline from initiation to rollout. However, the complexities of customising the scheduling software to integrate with existing HR systems were underestimated. Technical challenges required additional developer hours, leading to a 20% increase in labour costs. Additionally, procurement delays with the software vendor pushed back the project timeline by an additional month, disrupting the planned testing and training phases.

These complications led to a budget overrun, with total expenditures approaching \$110,000, a 37.5% increase over the initial budget. The project sponsor, Emma Johnson, CEO of Bounce Fitness, expressed deep concerns about the financial implications of these overruns. Given her strategic focus on operational efficiency and staff satisfaction, Emma was particularly worried about the impact of escalating costs on other organisational initiatives. Her involvement intensified as she requested weekly progress updates and detailed reviews of financial forecasts and risk management plans.

Emma asked you specifically to develop a risk management plan to realign the project with its original goals, targeting completion within a revised six-month timeframe and capping the budget at \$120,000 to accommodate unforeseen expenses while maintaining scope integrity.

Task 3

1. Access and review:
 - a. **ICTPMG411_06_Risk Management Policies and Procedures**
2. Consider how you will monitor and manage the project risks and issues presented in the case study above according to risk management procedures.
3. Fill out the **ICTPMG411_06_Risk Management Plan**, save it and submit it using the following naming convention:
<Student Name>_Risk Management Plan – Assessment 6

Assessor instructions: Students must complete the **ICTPMG411_06_Risk Management Plan**.

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_06_Risk Management Plan – Assessor Guide**.

Case Study

As the Bounce Fitness Staff Scheduling System project progressed, Emma Johnson, the CEO and project sponsor, conducted a thorough review of the risk management plan. This critical assessment carried out in collaboration with key stakeholders from the IT and Finance teams, focused on the considerable challenges identified, notably software integration delays and budget overruns. After a detailed evaluation, the team concluded that these risks posed too great a threat to the organisation's financial health and operational stability. Given the high probability of project delays and escalating costs, Emma Johnson made the decision to discontinue the project. This strategic decision was aimed at preserving organisational resources and maintaining focus on other operational priorities that offered a better risk-reward balance.

Following the decision to halt the project, the next steps involved conducting an orderly project closure. Emma directed you to complete a project review documenting the challenges and the lessons learned from this project.

Task 4

To complete this task, you must:

1. Access and review:
 - a. ICTPMG411_06_Project Management Policies and Procedures
2. Review and assess the impact of support on small-scale ICT project team performance.
3. Consider lessons learned
4. Fill out the ICTPMG411_06_Project Review template, save it and submit it using the following naming convention:

<Student Name>_Project Review – Assessment 6

Assessor instructions: Students must complete the ICTPMG411_06_Project Review template.

The acceptable responses must:

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

Instructions for the assessor are provided in the ICTPMG411_06_Project Review – Assessor Guide.

Task 5

As part of the project closure, you need to send an email to the project team and inform them about the project outcome.

In your email, ensure you:

- Explain the purpose of the email
- Attach the Project Review you prepared and write a short description of what it includes

[Approximate word count: 50 – 100 words]

Assessor instructions: Students must send an email to the project team 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>> Project Team
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>> 15.08.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>> Project Review
Attachments:	<<Add the name of any attachments here>> Project Review.docx

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

<<Add message here>>

Dear Team.

I hope this email finds you well. I am writing to inform you about the decision in regard to the Bounce Fitness Staff Scheduling System.

After a detailed evaluation, it was concluded that the risks posed were too great a threat to the organisation's financial health and operational stability. Given the high probability of project delays and escalating costs, it was decided that the project must be discontinued.

Please find the attached Project Review document for your perusal.

If there is anything you would like to add or discuss, feel free to reach out.

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 – Project Plan	<input type="checkbox"/>
2	Task 2 – Email	<input type="checkbox"/>
3	Task 3 – Risk Management Plan	<input type="checkbox"/>
4	Task 4 – Project Review	<input type="checkbox"/>
5	Task 5 – Email	<input type="checkbox"/>

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	<input type="checkbox"/> S	<input type="checkbox"/> NYS
---------------------------	----------------------------	------------------------------


Congratulations, you have reached the end of Assessment 6!

© 2023 Precision Group (Australia)

No part of this resource may be reproduced in any form or by any means, electronic or mechanical, including photocopying or recording, or by an information retrieval system without written permission from Precision Group

[Australia]. Legal action may be taken against any person who infringes their copyright through unauthorised copying.

These terms are subject to the conditions prescribed under the Australian Copyright Act 1968.

© UP Education Online Pty Ltd 2023

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.

WARNING

This material has been reproduced and communicated to you by or on behalf of UP Education in accordance with section 113P of the *Copyright Act* 1968 (the Act).

The material in this communication may be subject to copyright under the Act. Any further reproduction or communication of this material by you may be the subject of copyright protection under the Act.

Do not remove this notice.