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≡ Your Answer • Satisfactory (1)

See Full Criteria



Manuel Sergio Perez Espitia 30 Oct, 2025 3:34 PM

Explain why is it important to understand change management when providing new products and/or services to meet a client's needs.

It is important to understand change management when providing new products or services to meet a client's needs because any change to the current operation of a business will require adjustments, which may be related to:

staff  
processes  
procedures  
policies  
upskilling  
redundancies

Therefore, the necessary steps must be taken to integrate the changes into the business.

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## Item 2 of 15

 Your Answer • Satisfactory (1)[See Full Criteria](#)

Manuel Sergio Perez Espitia 30 Oct, 2025 3:45 PM

List at least three methods that can be used to find out about a client's business and their needs.

review the company's policies and procedures: I could understand and identify the company's internal workings of the company to identify client needs

customer feedback: I could uncover weaknesses in the business and potentially find client needs

speaking to company representatives: I could find situations that distress employees in order to find client needs

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≡ Your Answer • Satisfactory (1)[See Full Criteria](#)

Manuel Sergio Perez Espitia 1 Nov, 2025 5:04 PM

List key steps involved in a planning process relevant to the development of ICT solutions.

1. Understanding the client's business: To understand the client's needs, firstly, understand the client's business, the client's domain and the environment in which they operate to find more about their products, services, organisational service standards and finally find potential sources of information for quantitative or qualitative data.
2. Reviewing documentation: Review the organisation's documentation to obtain key information such as Service Level Agreements (SLA), organisational structure, levels of responsibilities, organisational processes and procedures
3. Researching suitable opportunities: Research and analyse potential ICT opportunities that align with the client's needs
4. Developing proposal: Prepare a detailed ICT proposal based on the research.
5. Setting up a meeting to discuss an ICT proposal: Arrange a meeting with the client to present and discuss the proposed ICT solution
6. Finalise the ICT proposal: Receive and implement improvements or changes to the ICT solution based on client feedback
7. Monitoring the implementation of the ICT solution: Track the progress of the ICT solution during the implementation phase
8. Evaluating the ICT solution's implementation: Analysing performance data, identifying any issues for improvement

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≡ Your Answer • Satisfactory (1)

See Full Criteria



Manuel Sergio Perez Espitia 1 Nov, 2025 7:01 PM

Assume that you need to report on client needs in the form of a project proposal. Describe what a project proposal is and what it should include:

A project proposal is a detailed description of all activities to solve or improve a particular situation. The objective of the project proposal is to obtain approval for the client by including data such as the resources to develop, costs, and the benefits it will bring to the business.

A project proposal should include:

- It needs to look professional
- meet client needs
- It should include a one-page summary that focus on the solutions and benefits
- The body of the proposal needs to have costs, contract terms, benefits, and project management
- The body could also have more topics or different aspects mentioned

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≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 8:10 PM

Explain why it may be beneficial to develop a report about client needs following a meeting with a client to discuss their requirements. List three points that the report might include.

Suggestions or changes to the requirements: A report that includes this is beneficial for the development of the project because it is evidence of a request for changes to the requirements according to the client's needs and shows the client's approval.

Adjustments or recommendations to the ICT solution: A report that includes this is beneficial for the project's development because it documents potential solutions.

Meeting conclusions: A report that includes this is beneficial for the project's development because it documents the conclusions of the meeting with the client, serving as a record of the changes requested by the client and the agreements reached.

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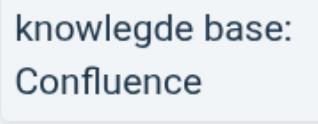
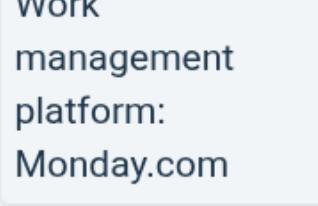
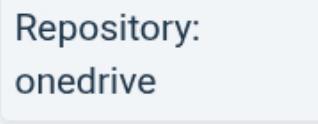
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Manuel Sergio Perez Espitia 4 Nov, 2025 9:45 PM

Identify two types of hardware and two types of software products that are relevant to providing client services and support.

The products you choose must be current products and relevant to industry.

For each product, give a brief description of the product and at least two overall capabilities, as well as two features relevant to specific products.

Hardware/Software	Capabilities (2)	Features (2)
a.   issue tracking software: JIRA	Enables agile project management using Scrum  Tracks issues, bugs, and tasks throughout in the lifecycle of a product	Customisable workflows and dashboards  Integration with other development and collaborative tools
b.   knowledge base: Confluence	Collaborative software that allows teams to create, organise, and share project documentation  It is the central knowledge base for policies, procedures, and project updates	Version control for documents  Real-time collaboration workflow
c.   Work management platform: Monday.com	Supports project planning, scheduling, and progress tracking  Automates workflows and task assignments	Visual performance dashboards such as Gantt chart  Integration with other development and collaborative tools
d.   Repository: onedrive	Stores and synchronises files securely in the cloud  Enables team collaboration through file sharing and real-time editing	File version history  Integration with other development and collaborative tools

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≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 9:55 PM

To complete this question you will need to review trends in the ICT industry.

Assume that a company selling a range of IT hardware and software is keeping up to date with trends in the ICT industry:

- explain why this is important

For example, Nvidia. It's important to be on trend because by creating something innovative, you create a need for a product/service that didn't exist before, and you would be the first company to offer it, while simultaneously improving and developing new technologies

- identify three types of products that it is possible they may sell in the future if they keep up with trends.

Right to manufacture your GPUs for artificial intelligence

Right to use advanced AI models for data/image/video manipulation

High-performance ARM processors for AI data centers

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≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 9:57 PM

List four elements that a contract should include for it to be legally binding.

An offer: It is a proposal of terms for the agreement

An acceptance: It is the declaration and acceptance of the offer

An intention to create a legal relationship: It is the intention of two companies to enter into the agreement

A consideration: Money, goods, or services to be exchanged

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≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:07 PM

List three examples of what could constitute an unfair contract term under consumer law.

Terms that limit the obligations of only one of the parties

Terms that give only one of the parties the freedom to terminate the contract

Terms that penalize only one of the parties for terminating the contract

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:10 PM

Explain the purpose of an indemnification clause within a contract and service level agreement.

The purpose of an indemnification clause within a contract and service level agreement is to protect one party from any responsibilities where the service provider agrees to compensate for any breaches of its warranties

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13. Give an outline of a procedure t... ✓

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## ≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:15 PM

List five key inclusions of a contract.

Details of the parties to the contract, including any sub-contracting arrangements

Duration or period of the contract

Definitions of key terms used within the contract

a description of the goods and/or services that your business will receive or provide, including key deliverables

Payment details and dates, including whether interest will be applied to late payments

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## ≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:30 PM

Review the procedure for commonwealth procurement at the following link:

[https://www.finance.gov.au/sites/default/files/2019-11/CPRs-20-April-2019\\_1.pdf](https://www.finance.gov.au/sites/default/files/2019-11/CPRs-20-April-2019_1.pdf)

Explain in your own words how this government department ensures that value for money in contracting third parties is achieved.

For CPRs, the fundamental rule is to achieve value for money, so the law requires a review of all contract details. Therefore, the procedure should be:

- competitive and open to everybody
  - use resources efficiently and ethically according to Commonwealth policies
  - transparent decision-making
  - promote appropriate risk management
  - be proportionate in negotiations
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≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:38 PM

Give an outline of a procedure that an organisation might use for contracting.

1. Agree on the product or service for the contract: Describe the goods/services to be exchanged, including quantities, conditions, quality, costs, legal regulations, and delivery time.
2. Draft the contract using the relevant template: Create a document using a standard template for the target market.
3. Obtain the signatures of all parties involved in the contract.
4. Implement the contract: Execute the contract as described.

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## ≡ Your Answer • Satisfactory (1)

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:52 PM

Describe the key steps in a successful negotiation.

The key steps in a negotiation are:

1. Understanding the issue: Having a clear idea of what is being sought.
2. Each side presents its own case: Both parties must reach a consensus on their respective objectives, what they want to gain, and what they are willing to offer.
3. Negotiation process: Conducting discussions to reach an agreement that both parties agree on.
4. Agreement: Both parties sign a legal document (for example, a contract) after making any necessary adjustments.
5. Fulfilling the agreement: The execution of the contract begins.
6. Change management: If either party wishes to modify the agreement, the process starts from the beginning.

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Manuel Sergio Perez Espitia 4 Nov, 2025 10:59 PM

Summarise two key concepts of negotiation and how these can be used to build effective business relationships.

A common interest: It is the common interest between two parties to conduct business together

The win-win concept: It is an agreement in which all parties involved feel satisfied with the results received.

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