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**Information Technology**

***ICTICT522 – Evaluate vendor products and equipment***

**Project Portfolio**

Resource Version: 2.0

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| Student name: | Manuel |
| Assessor: | Richard |
| Date: | 10/10/2025 |
| Business this assessment is based on: | King Edward VII College |

Section 1: Business requirements review

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| --- | --- |
| About the business  *Provide an overview of the business and its operations and objectives.* | King Edward VII College, founded in 2010, is a Registered Training Organization (RTO) that provides training through VET courses in business and management. It provides high-quality training, following the VET Quality Framework standards.  Its mission is to provide high-quality industry training that engenders participation and achievement.  **The courses offered are (4):**  - Management  - Marketing  - Human Resources  - International Business  **Their structure is (24 staff members):**  - 1 CEO  - 1 Marketing Manager  - 1 Marketing Assistant  - 1 Human Resources Manager  - 1 Finance Manager  - 1 Administration Officer  - 1 IT Manager  - 1 Receptionist  - 1 Academic Manager  - 1 Student Services Officer  - 14 trainers  **Target Market:**  All individuals (residents or foreigners) who wish to enter the industry or are already working in:  - Business  - Administration  And wish to formalize or develop their skills.  **Operations:**  The institution has a campus in Melbourne CBD and wants to expand to Sydney and Brisbane (6 months)  **Operational plan (3 years):**  - Upgrade current ICT system to be faster  - Improve web site information  - Conduct annual internal audit  - Develop and implement workforce plan  - Develop and implement a cultural sensitivity and awareness program for staff  - Implement staff performance management review system  - Identify suitable location for Sydney and Brisbane campuses  - Provide information sessions showcasing the College  - Fit out new campuses ready for student admissions in February  - Interview staff for commencement in new campuses  - Develop an on-line learning platform for all courses  - Staff performance reviews  - Undertake scoping study for possible offshore campus  **Operational objectives:**   1. Upgrade the current ICT system to be faster. 2. Improve website information and functionality. 3. Conduct an annual internal audit. 4. Develop and implement a workforce plan. 5. Develop and implement a cultural sensitivity and awareness program for staff (PD). 6. Implement a staff performance management review system. 7. Identify suitable locations for the Sydney and Brisbane campuses. 8. Provide face-to-face information sessions showcasing the College. 9. Fit out new campuses, ready for student admissions in February. 10. Interview and recruit staff for commencement in the new campuses. 11. Develop an online learning platform for all courses. 12. Conduct staff performance reviews (annual). 13. Undertake a scoping study for a possible offshore campus. 14. Establish two new campuses (Sydney and Brisbane). 15. Offer online blended learning. 16. Continually improve the quality of service (pre-enrolment, course delivery, and support), while remaining price competitive. 17. Focus on the provision of courses required by industry. 18. Maintain and improve effective communication channels with all stakeholders to ascertain industry requirements. 19. Consistently satisfy individual client needs while developing the knowledge and skills required by industry. 20. Target identified growth markets with planned, market-appropriate campaigns, employing a variety of promotional strategies. 21. Offer attractive fee structures (maintain price competitiveness). 22. Continually improve the skills, knowledge, and effectiveness of management and staff through a commitment to professional development (PD). 23. Regularly review the effectiveness of all our operations and make improvements where and when necessary.   **Projections**:   1. Increase enrolments of at least 10% annually   2. The hiring of human resources is projected in:  - training staff  - assessment  - medium  - administration  according to the table in Workfoce Development.  3. Review of the plan every 6 months for management to decide if human resource levels are appropriate |
| Business requirements  *Provide your own evaluation of the business’ requirements, as well as what you consider are priorities for the business.* | 1. **Business Vision & Scope**   **Current Situation**   |  |  | | --- | --- | | **Opportunities** | **Threats** | | 1. Potential for offshore delivery 2. Target market experiencing growth 3. To target other States and Territories 4. Current portfolio of courses popular in target markets 5. Potential to apply for Government funding | 1. Changes in Industry legislation affecting students 2. Possible adverse effects of government policy changes 3. High level of competition from other training providers in relation to target market plus competition for staff 4. Instances of other RTO’s bad practice creating poor perception of training providers to clients 5. Predicted uncertainties in the world economy impacting level of demand for training 6. Low price courses offered by competitors 7. Failing to satisfy clients’ demands 8. Unskilled trainers 9. Ageing workforce |   **Strategic Objectives**   1. To be a leader in vocational education and training 2. To establish and maintain high quality infrastructure supporting clients and staff 3. To be well led, high performing, profitable and accountable 4. To develop our people and resources   **Operational Objectives**   1. Upgrade the current ICT system to be faster. 2. Improve website information and functionality. 3. Conduct an annual internal audit. 4. Develop and implement a workforce plan. 5. Develop and implement a cultural sensitivity and awareness program for staff (PD). 6. Implement a staff performance management review system. 7. Identify suitable locations for the Sydney and Brisbane campuses. 8. Provide face-to-face information sessions showcasing the College. 9. Fit out new campuses, ready for student admissions in February. 10. Interview and recruit staff for commencement in the new campuses. 11. Develop an online learning platform for all courses. 12. Conduct staff performance reviews (annual). 13. Undertake a scoping study for a possible offshore campus. 14. Establish two new campuses (Sydney and Brisbane). 15. Offer online blended learning. 16. Continually improve the quality of service (pre-enrolment, course delivery, and support), while remaining price competitive. 17. Focus on the provision of courses required by industry. 18. Maintain and improve effective communication channels with all stakeholders to ascertain industry requirements. 19. Consistently satisfy individual client needs while developing the knowledge and skills required by industry. 20. Target identified growth markets with planned, market-appropriate campaigns, employing a variety of promotional strategies. 21. Offer attractive fee structures (maintain price competitiveness). 22. Continually improve the skills, knowledge, and effectiveness of management and staff through a commitment to professional development (PD). 23. Regularly review the effectiveness of all our operations and make improvements where and when necessary.   **Priority Operational Objectives**  Considering the available information and expansion plans, I think the college’s priorities are:   1. Upgrade the current ICT system to be faster 2. Improve website information and functionality 3. Develop an online learning platform for all courses   **Project Objectives & Scope (project Scope Fixed at the beginning of Section 2)**  **Scope**  In general, it involves technologically preparing the institution for expansion. Since it is not specified, I will assume that the employee hardware upgrade is only for the current 24 employees. The IT infrastructure upgrade is limited to Melbourne only. Also, based on quick cost calculations, the budget is only sufficient for one of the three locations.  **Requirements**  1. Modernization of IT infrastructure (server or cloud services)  2. Remote Access (VPN or cloud services interface)  3. Improve the campus network (Wi-Fi and network)  4. Software / hardware Quality Assurance (test and trial)  5. Documentation and support  **Out of Scope**  1. Website building  **Constraints**  1. Budget: $15,000  2. Time: 6 months  **Risk Management**   |  |  | | --- | --- | | **Risk** | **Australian government changing policy in relation to industry** | | 1. Accepting policy change will be a constant factor to manage 2. An understanding of this should be instilled in all staff 3. Develop ability to foresee and react quickly to change 4. Maintain effective communication channels with stakeholders 5. Diversification of source markets 6. Develop product range | | | Related to Strategic Objectives: All  Responsibility: CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Significant drop in cash flow** | | 1. Identify operating costs as per future plans and past performance 2. Identify available finance 3. Efficient invoicing and debt recovery 4. Accurate income projections 5. Close monitoring of expenditure 6. Arrange overdraft facilities 7. Scenario planning | | | Related to Strategic Objectives: All  Responsibility: CEO & Administration Manager | | | **Risk** | **Failure to recruit planned number of clients** | | 1. High quality delivery of all services 2. Swift reaction to feedback 3. Skilled, motivated staff 4. Attractive fee structures 5. Effective market research 6. Allocate finance for each market 7. Monitor performance 8. Take early corrective action if not meeting targets or expectations 9. Maintaining effective relationships with clients 10. Maintaining effective communication channels with all stakeholders | | | Related to Strategic Objectives: 1, 2, 3  Responsibility: CEO | |  |  |  | | --- | --- | | **Risk** | **The world recession and the domino effect** | | 1. Diversification of source markets 2. Target markets with strong growth forecasted 3. Monitor the economic trends 4. Regularly review performance in line with anticipated market conditions 5. Develop culture of accepting continual change 6. React quickly to change 7. Scenario planning 8. Maintaining effective communication channels with all stakeholders | | | Related to Strategic Objectives: 1, 3  Responsibility:CEO | |  |  |  | | --- | --- | | **Risk** | **Over committing resources** | | 1. Balance activities with the amount of finance available for investment 2. Financial planning 3. ICT systems 4. Monitoring of cash flow 5. Review invoicing and debt recovery system 6. Swift response to identified issues 7. Accessing financial advice | | | Related to Strategic Objectives: 1, 3  Responsibility:CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Adverse changes in market conditions** | | 1. Effective communication channels 2. Continuous market research 3. Monitor new markets and overall recruitments trends for all market segments 4. Scenario planning 5. Develop working knowledge of potential markets 6. Networking 7. Maintaining effective communication channels with all stakeholders | | | Related to Strategic Objectives: 1, 2, 3  Responsibility:CEO | |  |  |  | | --- | --- | | **Risk** | **Changes to relevant legislation** | | 1. Emphasis on professional, ethical practices with all stakeholders 2. Staff training 3. Leading by example 4. Policy implementation and monitoring 5. Effective communication channels with all stakeholders 6. Ability to manage change 7. Managing available finance for re-investment | | | Related to Strategic Objectives: All  Responsibility:CEO | |  |  |  | | --- | --- | | **Risk** | **Shortage of, and difficulty in recruiting, appropriate qualified, skilled trainers and assessors and other key staff** | | 1. Development of workforce plan 2. Offer attractive salary packages, including full-time contracts to trainers and assessors 3. Development of further HR policies and procedures 4. Provide opportunities for career progression 5. Develop stimulating and enjoyable working environments 6. Commitment to training and development 7. Commitment to professional development 8. Succession planning to deal with ageing workforce | | | Related to Strategic Objectives: 1 & 4  Responsibility**:** CEO | |  |  |  | | --- | --- | | **Risk** | **Failure to meet and manage client’s expectations** | | 1. Accurate and timely communication with potential and current clients 2. Management of recruitment activities 3. Up to date ICT system 4. Continuous improvement system 5. Regularly review learning and teaching approaches, resources, structure and systems 6. Client management policies in academic and support services 7. Industry liaison 8. Reviewing effectiveness of communication channels with clients 9. Employing a continuous improvement approach to all operations 10. Continuous market research and action 11. Systematic feedback on management performance and personal reflection | | | Related to Strategic Objectives: All  Responsibility**:** CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Failure to comply with legislation** | | 1. Consistently implement compliant policies and procedures 2. Continuous improvement system 3. Commitment to training and development 4. Systematic review of policies and procedures 5. Regular reviews of all operations | | | Related to Strategic Objectives: All  Responsibility: CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Competitors undercutting prices** | | 1. Maintain competitive pricing policy 2. Monitor competitors’ prices and quality 3. Regularly review financial management models and processes 4. Continue focusing on quality 5. Continue strategy of quality brand promotion | | | Related to Strategic Objectives: All  Responsibility: CEO | |  |  |  | | --- | --- | | **Risk** | **Failure to control expenditure** | | 1. Effective financial planning and review 2. Co-ordination of activities 3. Systematic review of practice 4. Financial management and control systems 5. Facilities management 6. Implementation of efficient processes 7. Efficient procurement of products and services 8. Cost comparisons prior to purchasing | | | Related to Strategic Objectives: 1, 2, 3  Responsibility:CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Only providing business and management courses** | | 1. Weighing the relative advantages of diversification and specialisation 2. Monitor recruitment trends in the market 3. Forecasting 4. Match new and planned courses to market demand 5. Cost benefit analysis 6. Developing reputation for being a specialist in business and management courses 7. Developing market share for delivery of business and management courses | | | Related to Strategic Objectives: 1  Responsibility:CEO | |  |  |  | | --- | --- | | **Risk** | **Ineffective planning** | | 1. Experienced management team 2. Continuous market research 3. Planning system 4. Organisation structure and systems 5. Regular review of structure, systems and procedures 6. External liaison 7. Maintaining effective communication channels with all stakeholders | | | Related to Strategic Objectives: All  Responsibility:CEO & Administration Manager | | | **Risk** | **Non-payment of course fees** | | 1. Effective recruitment policies 2. Review of recruitment policies and market segments 3. Efficient invoicing 4. Attractive payment structures 5. Payment plans 6. Cash flow management 7. Timing of collecting fees | | | Related to Strategic Objectives: 4  Responsibility:CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Rate of growth in client numbers** | | 1. Systematic review of systems and practice 2. Buying in knowledge and skills 3. Sourcing reliable market information 4. Strategic and operational planning 5. Review and, if indicated, amend management structure 6. Develop policies and procedures 7. Regular reviews of capacity and operation of all functional and curriculum areas 8. Good communication channels with stakeholders 9. Recruitment policy 10. Finance available for expansion | | | Related to Strategic Objectives: 1, 3 & 4  Responsibility: CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Unethical or unprofessional practices of staff (when employed)** | | 1. Staff selection processes 2. Staff monitoring systems 3. Previous experience of managing staff 4. Swift reaction to feedback 5. Termination of agreements 6. Maintain currency of market recruitment trends 7. Maintain relationships with HR organisations | | | Related to Strategic Objectives: All  Responsibility: CEO & Administration Manager | |  |  |  | | --- | --- | | **Risk** | **Small staff team** | | 1. Identify and source potential casual staff to call on in times of sickness and holidays 2. Planning for holidays and leave 3. Maintain relationships with HR organisations 4. Offer incentivised pay structure for casual staff | | | Related to Strategic Objectives: All  Responsibility: CEO & Administration Manager | |  1. Stakeholders  |  | | --- | | **Stakeholders** | | CEO | | Marketing Manager | | Marketing Assistant | | Human Resources Manager | | Finance Manager | | Administration Officer | | IT Manager | | Receptionist | | Academic Manager | | Student Services Officer | | trainers | | Students | | IT Manager |  1. Functional Requirements & Non-Functional requirements  |  |  |  |  | | --- | --- | --- | --- | | **Scope** | **Requirement** | **Type** | **Description** | | 1. Modernisation of IT Infrastructure | Storage Scalability | Functional | The system must allow the storage space (from 2.5 TB onwards) to be increased or decreased quickly and seamlessly, based on campus requirements. | | Workload Processing | Functional | The server or cloud service must support the critical campus applications (LMS, student management system, and databases) with a response time under 2 seconds during peak periods. | | Backup Mechanisms | Functional | The system must execute automatic, daily backups of all critical data (2.5 TB) with a retention period of at least 30 days. | | Uptime Guarantee | Non-Functional | The infrastructure must guarantee a minimum availability of 99.9% (Tier 3 or cloud equivalent). | | Server Latency | Non-Functional | Latency between the main campus and the server must be under 50 ms to ensure a smooth user experience. | | Data Security | Non-Functional | The infrastructure must implement encryption-at-rest and in-transit (AES-256) to protect all student and staff data. | | 2. Remote Access | Internal Resource Access | Functional | Authorised users (staff and faculty) must be able to access internal network resources (shared drives, LMS) from remote locations using their standard network credentials. | | Multi-Platform Support | Functional | The remote access service must be compatible with common operating systems (Windows, macOS, iOS, and Android). | | Multi-Factor Authentication (MFA) | Non-Functional | The remote access system (VPN or portal) must require and enforce Multi-Factor Authentication (MFA) for all external connections. | | Connection Performance | Non-Functional | The remote connection must offer a minimum transfer speed of 5 Mbps per concurrent user to handle document and video downloads. | | Tunnel Encryption | Non-Functional | The remote communication tunnel must utilise robust encryption protocols (e.g., IKEv2/IPsec or TLS 1.3). | | 3. Campus Network Improvement (Wi-Fi and Network) | Wireless Coverage | Functional | The Wi-Fi network must provide full and continuous coverage in 100% of all teaching, administrative, and common areas on each campus. | | Network Segmentation | Functional | The network must enable the creation of Virtual Local Area Networks (VLANs) to separate student, administrative staff, and IoT device traffic. | | User Density | Non-Functional | Access Points (APs) must be capable of supporting a minimum of 50 simultaneously connected devices per classroom without service degradation. | | Speed Standard | Non-Functional | The Wi-Fi network must operate on the Wi-Fi 6 (802.11ax) standard or newer, and the wired network must be Gigabit Ethernet (1 Gbps). | | Centralised Management | Non-Functional | All network devices (APs, switches, and firewalls) must be manageable from a single, centralised administration console. | | 4. Software / Hardware Quality Assurance | Testing and Trial Plan | Functional | First, trial the products and then make a comprehensive Quality Assurance (QA) plan must be developed and executed, covering functionality, load, and security for all new systems prior to production deployment. | | Hardware Vetting | Functional | All enterprise laptop models (Core i5/Ryzen 5) must undergo a pilot trial with at least 10 end-users for 2 weeks before bulk purchasing. | | Solution Availability | Non-Functional | New systems must be tested to ensure 100% availability during operating hours (8:00 am to 6:00 pm). | | Acceptable Performance | Non-Functional | The new hardware/software must meet the defined Key Performance Indicators (KPIs), such as laptop login time (under 30 seconds). | | Error Handling | Non-Functional | Systems must log and handle errors gracefully, providing clear notifications for technical support and preventing user data loss. | | 5. Documentation and Support | Technical Documentation Creation | Functional | Complete documentation must be generated and delivered, including network diagrams, server/cloud configuration manuals, and Disaster Recovery Procedures (DRP). | | User Manual Generation | Functional | Simple, accessible user manuals must be created for staff on using remote access and connecting to the new Wi-Fi network. | | Service Level Agreement (SLA) | Non-Functional | The support team must respond to critical failures (total network or server loss) within a timeframe not exceeding 15 minutes (SLA). | | Knowledge Base | Non-Functional | An internal knowledge base with common troubleshooting guides must be established for the support team. | | Staff Training | Non-Functional | Campus IT staff must be trained in the administration and support of the new network infrastructure and cloud services. | |
| Conflicts and overlaps  *Based on the information you have about the business identify both conflicting and overlapping business requirements. Give at least one example of each.* | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Conflict: Requirement vs Requirement** | 1 | 2 | 3 | 4 | 5 | | 1 | - | **X** | **X** | **X** | - | | 2 | - | - | - | **X** | - | | 3 | **-** | - | - | - | - | | 4 | **-** | **-** | - | - | - | | 5 | - | - | - | - | - |  1. *Modernization IT - 2. Remote Access - 3. Improve Network - 4. Quality Assurance - 5. Documentation & Support*   **Conflicts:**  1 vs. 3: Carrying out both projects at the same time is a very ambitious task; in terms of time and budget, it is not possible to complete them in 6 months.  1 vs. 2: The selection of remote access technology cannot begin until it is determined whether an on-premise server or cloud services will be used, which will affect the activity schedule.  1 vs. 4: Conducting proof of concepts and trials for all products is very time-consuming. Therefore, the purchase and testing of devices/software/services will be delayed, and this phase cannot begin until the client is satisfied with the trial.  2 vs 4: Conducting proof of concepts and trials for all remote access services is very time-consuming. Therefore, licensing and testing of devices/software/services will be delayed. |
| Budget and resources  *Describe the budget and resources available for the project. If you are completing the case study business, identify this information from the simulation pack. If this is your own business, you will need to confirm this information and record it here.* | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Overlaping: Requirement vs Requirement** | 1 | 2 | 3 | 4 | 5 | | 1 | - | **X** | - | - | **X** | | 2 | - | - | - | - | **X** | | 3 | - | - | - | **X** | - | | 4 | - | - | - | - | - | | 5 | - | - | - | - | - |  1. *Modernization IT - 2. Remote Access - 3. Improve Network - 4. Quality Assurance - 5. Documentation & Support*   1 vs 2: If cloud services are used, remote access methods such as VPNs are not necessary.  1 vs 5: Product/service documentation should be provided by each provider's support team as well as our team.  2 vs 5: Product/service documentation should be provided by each provider's support team as well as our team.  3 vs 4: Performing network performance tests can negatively impact campus signal statistics and cloud service access tests. |

Section 2: Identifying, testing and evaluating vendor products and equipment

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| --- | --- | --- |
| Vendor products and equipment  *Describe the products/equipment that you believe could meet the business’ needs. Then document your research about potential vendor products and equipment.*  *You should identify a minimum of two possible vendors for each of the products/equipment you have identified as relevant to the business’ needs.*  *Include the technical details to clearly articulate the alternatives to the business.*  *Also include costs.*  *Also include screenshots of the details on the vendors website.* | **Fixed Project Objectives & Scope**  **Priorities for this project**  Due to the limitations seen in the conflict and overlap matrices, the scope of the project will be limited based on priorities:  1. Modernization of IT infrastructure  4. Software / hardware Quality Assurance  **Scope**  The project will focus on providing the institution with the necessary infrastructure for its expansion plans, as well as meeting its requirement to test and trial all hardware before and after purchase.  By using Cloud technologies, the use of VPNs and all additional security measures is avoided, which drastically reduces testing time and the budget will be allocated to IT Modernization and testing.  **Requirements**  1. Modernization of IT infrastructure: Using cloud technology to move current infrastructure to cloud-based technologies. Migration of current data to Cloud solutions  2. Remote Access: Provide access to business applications via the Internet while meeting functional requirements.  3. Improve the campus network: Improve campus Wi-Fi coverage, speed, and reliability by upgrading current hardware to higher-performance wireless technology and adding more wireless access points across campus.  4. Software / hardware Quality Assurance: Request trail of products and services then perform unit testing on each hardware unit, run diagnostic tests for faults, perform integration testing, perform connectivity testing, perform performance testing, and perform load testing.  5. Documentation and support: Provide documentation for all purchased hardware, software, and services. Provide quick-help manuals, contact information, and warranty and technical support information from the hardware/software/cloud service manufacturers.  **Out of Scope**  1. Website building  2. Migrating current business applications to the new cloud services  **Constraints**  1. Budget: $15,000  2. Time: 6 months  3. Test and trial all new software/hardware/service | |
| Interdependencies  *In terms of the products and equipment you have identified, identify and describe any interdependencies i.e. does the product/equipment only work with specific software.* |  | |
| Availability of products/equipment  *In terms of the products and equipment you have identified, indicate their availability.* |  | |
| Standards  *For each of the products/equipment you have identified, identify the Standard that applies to the product/equipment.* |  | |
| Testing  *Describe the testing procedure for testing the products/equipment.*  *Describe how the test procedure is both valid and reliable.*  *Include results of the tests you have undertook. This can be screenshots, for example, and will be specific to the product/equipment you have chosen.* |  | |
| Additional testing  *If the initial tests you undertook were inconclusive or where it appears another product may be more appropriate, describe revised testing you undertook. If this situation did not occur describe what you would do in this situation.* |  | |
| Cost-benefit analysis  *Based on your research and testing to date, summarise how each of the vendor products/equipment you have reviewed rate regarding:*  *their quality*  *their performance*  *support offered by the vendor*  *benefits and limitations*  *integration capabilities*  *Discuss the fit between the vendor products/equipment and the client’s needs.* |  | |
| Recommendations  *Based on the cost-benefit analysis you have completed, provide your recommendation on which products/equipment you believe is most suitable for the business and why.* |  | |
| *Paperclip* Attach: | Screenshots |  |