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| Student Name | |  | Student Number |  |
| Unit Code/s & Name/s | | ICTICT509 Gather data to identify business requirements | | |
| Assessment Type | | Written | | |
| Assessment Name | | Written Assignment  Gather Business Requirements Assignment | Assessment Task No. | AT1 |
| Assessment Due Date | | 14 June 18 | Date submitted |  |
| Assessor Name | |  | | |
| **Student Declaration:** I declare that this assessment is my own work. Any ideas and comments made by other people have been acknowledged as references. I understand that if this statement is found to be false, it will be regarded as misconduct and will be subject to disciplinary action as outlined in the TAFE Queensland Student Rules. I understand that by emailing or submitting this assessment electronically, I agree to this Declaration in lieu of a written signature. | | | | |
| Student Signature |  | | Date |  |
| **PRIVACY DISCLAIMER:** TAFE Queensland is collecting your personal information for assessment purposes. The information will only be accessed by authorised employees of TAFE Queensland. Some of this information may be given to the Australian Skills Quality Authority (ASQA) or its successor and/or TAFE Queensland for audit and/or reporting purposes. Your information will not be given to any other person or agency unless you have given us written permission or we are required by law. | | | | |

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| Instructions to Student | **Learning Support**  Additional support is available to help you achieve your learning goals. Speak to your teacher or a Learning Skills Centre team member if you feel that you may benefit from some extra support. The Institute provides extra support through the Disability Support Unit and the Learning Skills Centre.  RPL (Recognition of Prior Learning) is available for this unit. Speak to your teacher/assessor to check if you qualify for RPL.  **Conditions of Assessment**  You will need to complete the learning and undertake all assessments satisfactorily to be deemed competent. You are responsible for complying with all assessment item instructions; submission and collection requirements; undertaking assessment tasks honestly and retaining a copy of all assessment items.  You must submit assessment items by the **due date**, unless an extension has been granted by your teacher. Failure to submit assessment items by the due date will result in a “did not submit” being recorded and depending on your circumstances, you may be granted one final resubmission.  To be judged competent in this assessment item the student is required to demonstrate competence in all indicators shown in the marking guide.  **The Office as a Simulated Work Environment**  EITS’ clients must be aware and take responsibility for the problems of working in a shared IT environment. Problems such as noise levels, production flow, interruptions and time variances are common to workplaces. In the simulated environment provided in the office these problems can take the form of:   * Other EITS’ clients who continually ask questions or talk aloud while thinking * Fire drills, projector not working, printers running out of paper or toner cartridge * Miscalculating how much work you can do in one day, missing classes and so on.   Some things are unavoidable and you must devise strategies to overcome them, for example, we cannot stop EITS’ clients from asking questions or entering at exiting the class. Other things are unpredictable (e.g. fire drills). You need to be aware and plan and organise your work allowing some extra time for unavoidable and unpredicted events. |
|  | **Assessment Criteria:**  To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate key skills/tasks/knowledge to an acceptable industry standard.  Refer to the marking criteria document for a detailed list of items.  **Number of Attempts:**  You will receive up to two (2) attempts at this assessment task. Should your 1st attempt be unsatisfactory (U), your teacher will provide feedback and discuss the relevant sections / questions with you and will arrange a due date for the submission of your 2nd attempt. If your 2nd submission is unsatisfactory (U), or you fail to submit a 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task, with the exception of Apprentices or Trainees who are permitted an additional supplementary assessment. **For more information, refer to the Student Rules.** |
| Submission details | Submit your assessment to the allocated dropbox in **Connect** or to the allocated network folder.  Your teacher will provide all the details for the submission system or network.  Your assignment must be saved with your surname\_student number\_unit/cluster\_AssessmentNumber. For example:  **surname\_1234567890\_ICTICT509\_1**  For re-submissions, an “R” must be added to the file name. For example:  **surname\_1234567890\_ ICTICT509\_1\_R**  The Marking Criteria Sheet must be signed and submitted with your work. |
| Instructions for the Assessor | To be judged competent in this assessment item the student is required to demonstrate competence in all indicators shown in the marking guide.  Seek evidence that confirms that EITS’ clients are able to complete tasks in an environment that reflects that of a software development workplace, including but not limited to noise levels, variations, and adjustments to time schedules. Ensure EITS’ clients are able to do this while having access to:   * Details of the project requirements * Business domain details |
| Note to Student | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

# Instructions to EITS’ clients

**Assessment 1: Gather data to identify business requirements**

**Assignment Scenario: EITS’s Office Systems**

(EITS) is looking to get your support in programming one or more applications to assist her with client administration and supporting client activity.

Specifically, (EITS) would like the systems(s) to assist staff with:

* welcoming clients to the office and tracking their attendance
* interacting with clients in the delivery of training options based on their selection of industry
* Tracking the clients’ choices and training progress throughout each client’s visit.
* Store a record of these various details for review, reporting and statistical reporting purposes; and for planning future company’s shops work practises.

EITS would like screens and reports accessible via her computer tablet to review these various details on a day to day basis, and for reviewing periodic reports.

EITS is seeking a meeting with your team so that she might provide more specific details.

**Some Suggested Reports:**

Some of the anticipated reports for this project include:

Attendance of EITS’ clients in class on a given day

Attendance, grouped by EITS’ clients between two dates

Unit results for a given student by Course *(eg: Diploma of software),* and by Unit within that *(eg: Create Dynamic Web,* Gather Business Requirements*)*, between two dates

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| **Course** | **Topic** | **Result** |
| *Diploma of software* | *Create Dynamic Web* | S |
|  | Gather Business Requirements | Not resulted |

**You will be required to complete the following tasks:**

1. Prepare a **preliminary client meeting plan**. Note these details in an email with a view to obtaining your manager’s feedback:

* Anticipation of the project requirements – **hardware**, **software**, **security**, **people** **/** **stakeholders** and their **role** in the **project**, **processes**, **data**, etc.
* Anticipate the **best** **practice** and **most** **appropriate** information **gathering** **techniques** – interviews, surveys, observation and/or research.
* Prepare an extended set of **open and closed questions** for the client meeting.
* Consider what **repositories** of information might exist that would be applicable to this project.
* A **project** **brief** or **business** **documentation** from the client.
* Check with your manager on **organisational** **standards** for **documentation** and **development** **standards**.

1. Perform the following activities:

* Prepare an email to the client seeking an appropriate meeting time and date.
* Attend a client project requirements meeting.
* Approach the meeting with an appropriate level of professionalism.
* Enquire with the client about their **organisational** **standards** applicable to this project.
* Verify with the client for any **business** **critical** **factors** pertaining to the directions of the organisation that may need to be considered for this project.
* Review **reports, pro-forma documents, templates and other data sources** provided by the business.
* Utilise other **information** **gathering** **techniques** as and where applicable to the client project. For instance, utilise the internet and other sources to research applicable hardware and software applicable to this project.
* **Document** the **project** **requirements** based on **organisational** **standards** and…
* Seek client and manager feedback and approval via either a meeting (in the form of meeting minutes) or an exchange of emails.

*NOTE: A meeting checklist has been provided for your review on the following pages.*

1. Once client acceptance of the requirements has been received, **complete a preliminary analysis report** which consists of the following headings:

* **Introduction** – brief description of the project, plus the names of the persons providing the project requirement detail (from which you will be defining the business and project requirements and priorities).
* **System** **Request** **Summary** – describes the basis of the systems request.
* **Findings** – contains the results of the preliminary investigation, including description of the project’s scope, constraints, and feasibility.
* **Recommendations** – actions to be taken with specific reasons and justifications.
* **Time** **and** **Cost** **Estimates** – describes the time and cost of developing and implementing the system.
* **Expected** **Benefits** – anticipated tangible and intangible benefits.

1. Prepare a rough **ER diagram** *(or equivalent)*, and a rough set of preliminary **screen designs**. Add these to your analysis report.

1. Present your analysis report (including preliminary ERD and screen designs) at a meeting to your Project Manager for feedback and sign-off.

In this meeting you are required to show evidence of your ability to:

* Present and discuss your research and project requirements, with a view to receiving feedback from your project manager.
* Demonstrate effective questioning, discussion and listening skills and techniques.
* Demonstrate your understanding of the various points and concepts discussed, and the feedback provided.

Also In this assessment, you are required to demonstrate how you would project manage this programming project you are in the process of completing within your course. You are required to show clear evidence of due process – appropriate planning, appropriate communication and liaising with relevant stakeholders, demonstration of the use of the selected project management software tools, reporting to your team manager on updates required and appropriate closure of the testing process.

Further, you are required to ensure that your responses, messages, feedback and detail applicable to the various tasks below, align with organisational documentation standards, contain correct grammar and spelling, and are appropriate for development teams in an industry software development setting.

**You will be required to complete the following tasks:**

6. **Select and report on at least three (3) current software project management tools** that you will or would be utilising. Justify your choices and describe the benefits of each one. Your selections need to cover the following software development management areas: Project Management, Source Code Control, and Collaboration Management.

7. **Determine and report the methodology** you will or would be utilising for the development project, as well as the process to follow for source code control to avoid source code conflicts.

8. Prepare a **project plan** for your project that matches your software requirement specifications and development methodology. Verify timelines and costings using mathematical estimates separate to that derived by and from your project management software. Document these verifications separately in your closing report to your manager (IE: include in your response to Task 5).

9. **Demonstrate the use of your selected Project Management, Source Code Control and Collaboration software** as you proceed (or would proceed) with your development project. **Work with at least one other member of your class group or an associate in demonstrating your project collaboration, and your source code and version control management.**

Demonstrate an ability to select the appropriate management software features, media and format for interacting with other team members, for identifying and resolving issues, and for leading the management of your project in the most effective and appropriate manner possible.

Utilise video-cam software or a screen-capture application such as Microsoft Windows’ PSR Utility, to record and verify your ability to:

• Use your selected Project Management, Source Code Control and Collaboration Management software.

• Collaborate effectively with team members.

• Lead and manage the development team and project team communications

• Organise and manage complex activities

• Monitor implementation, utilising appropriate stakeholder communication

10. Provide a detailed review (in a management report or a detailed email to your manager or client) of the **project results, the issues identified and approaches used** in managing the issues and the project as a whole, and **adjustments** to the project plan.

11. In a separate detailed email, **review the management tools** utilised discussing their relative pros and cons. Discuss how you might use these or other tools in future projects.

12. Provide a list of **references** of all your information sources plus web links for all products used.

13. Present the following to your Project Manager for sign-off:

• your original and adjusted project plan

• screen captures of the following:

− using your selected **Project Management** tool,

− using your selected **Source Code Control** software that demonstrates code was correctly entered and monitored

− using your selected **Collaboration Management** software that demonstrates collaboration environment was created and monitored.