NSW Government – Policy Officer Case Study   
Model Answers

# Task 1

In **Task 1**, you are asked to choose between Low, Medium and High priority for nine emails based on the information provided. Indicate the priority in text next to the items below. Feel free to also include a short sentence justifying the priority you have chosen.

**Item 1** - Low: is not of immediate importance to main focus

**Item 2** - High: is related to the most pressing project

**Item 3** - High: is related to the most pressing project

**Item 4** - Moderate: is not related to the current project but is a client request

**Item 5** - Moderate: is not related to the current project but is a significant internal issue

**Item 6** - Moderate: is related to the current project but is not a pressing issue

**Item 7** - Low: is not related to the current project and is not a pressing issue

**Item 8** - High: is related to the most pressing project

**Item 9** - High: is related to the most pressing project

# Task 2

In **Task 2**, you are asked to rank five project plans from best to worst based on their suitability to the organisation’s goals. The best project plan is determined by completeness, realistic time frames and consistency with project requirements.

Indicate with **YES** or **NO** in the table below whether the Project plan has the corresponding characteristic, then provide an overall ranking from **1st–5th** for the plans.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Project Plan** | **Plan 1** | **Plan 2** | **Plan 3** | **Plan 4** | **Plan 5** |
| Includes expanded pilot with schools across NSW | **NO** | **YES** | **YES** | **YES** | **YES** |
| Adequate time for IT implementation | **YES** | **YES** | **YES** | **YES** | **NO** |
| Appropriate stage breakdown and adequate time for rollout | **YES** | **YES** | **YES** | **NO** | **NO** |
| Includes post implementation review | **YES** | **NO** | **YES** | **NO** | **YES** |
| Within project timeline | **YES** | **NO** | **YES** | **YES** | **YES** |
| **Overall ranking** | **3rd** | **5th** | **1st** | **4th** | **2nd** |

# Task 3

In **Task 3**, you are asked to rank service quotes based on cost efficiency (total price), which is aligned with the limited budget.

This task requires you to understand that government services budgets are limited and must only be used for intended purposes, and to appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions.

Rank the service quotes from most cost efficient to least cost efficient below, including the overall expected cost of each quote.

1. Grove Acres - $2,048,130.00
2. Nourish - $2,290,224.00
3. Food Solutions - $2,365,371.00
4. The Choice Canteen - $2,699,494.00
5. Organic Kitchen - $9,629,360.00

# Task 4

In **Task 4**, you are asked to rank technology solutions. This task requires you to understand and compare computer applications, review proposed systems improvement initiatives and plan for the introduction and roll-out of new technologies. The best option is based on the program’s capabilities, security and confidentiality, and usability.

Indicate with **YES,** **NO** or **PARTLY** in the table below whether the technology solution satisfies the corresponding characteristic, then provide an overall ranking from **1st–5th** for the solutions.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Technology solution by characteristic** | **Sydney Tech** | **Connect** | **Crimson** | **Modern Tech** | **Invento** |
| Usability (cloud/server based) | **NO** | **YES** | **YES** | **NO** | **NO** |
| Strong security | **YES** | **YES** | **YES** | **NO** | **NO** |
| Data confidentiality | **YES** | **YES** | **NO** | **NO** | **NO** |
| Included functionality | **YES** | **YES** | **PARTLY** | **NO** | **YES** |
| No extra costs | **YES** | **YES** | **YES** | **YES** | **NO** |
| **Overall ranking** | **2nd** | **1st** | **3rd** | **5th** | **4th** |

# Task 5

This is an open-text item and there are no definitive answers. Re-evaluate your answer and consider how well it demonstrates that you possess the behavioural indicators listed below.

* Presents ideas, arguments and routine technical information clearly
* Prepares written material that is well structured and easy to follow
* Researches and analyses information, including financial and technology data and project objectives
* Makes recommendations based on relevant evidence
* Justifies choices based on the broader context of the School Canteen Initiative.

End of document