IT4-06 - IT Planning Project

Level 4 Credits 6 Version 1

ASSESSMENT

New Zealand Certificate in Information Technology Essentials Level 4

Module 5 - Project Management

Student/Akonga Name:		Student/Akonga Signature:	
Assessor/Kaiako Name:		**Assessor/Kaiako Signature:**	
Result (please tick)	A ☐ (Paetae/Achieved)	N ☐ (Kahore Paetae/Not Achieved)	
	Date Completed:		

Resit (if required)			
Assessor/Kaiako Name:		**Assessor/Kaiako Signature:**	
Result (please tick)	A ☐ (Paetae/Achieved)	N ☐ (Kahore Paetae/Not Achieved)	
	Date Completed:		

Notes for candidates:

- Assessments providing evidence for this standard must be conducted in real or realistic practical settings that are relevant to current and emerging trends. Professional practice must be considered in your assessment and includes the core "soft skills" of communication, collaboration, interpersonal skills, self-management, problem solving, reflection, and ethical principles and practices.

- There are **two tasks** in this assessment which must be completed fully and to a standard that reflects the requirements of Level 4. To complete this assessment successfully you must provide evidence of:

  - Project plan
  - Comprehensive report of the project
  - Conceptual layout
  - Project summary spreadsheet
  - Clarification documents
  - Presentation
  - Observation checklist

  Familiarise yourself with all of the evidence requirements required for each task before you begin your assessment. If you have questions about this assessment, ask your assessor before you begin.

- This is a Level 4 assessment which means that you are expected to demonstrate your ability in the following areas:

  Knowledge
  - Broad operational and theoretical knowledge in a field of work or study

  Skills
  - Select and apply solutions to familiar and sometimes unfamiliar problems
  - Select and apply a range of standard and non-standard processes relevant to the field of work or study

  Application (of knowledge and skills)
  - Self-management of learning and performance under broad guidance
  - Some responsibility for performance of others.

Learning Outcomes & Graduate Profile Outcomes:

- When you have completed this assessment, you will be confident in the following *Learning Outcomes*:
  - Develop a project plan and apply planning tools to manage the requisites and constraints according to stakeholder requirements.
  - Apply interpersonal, communication and presentation skills in a range of IT situations and scenarios.

- This links to the following *Graduate Profile Outcomes* which describe the skills, knowledge, abilities or attributes that will equip you for further education or employment:
  - Apply knowledge of computer hardware, operating systems, applications, networks, storage and security to provide support for hardware and software resources and a foundation for infrastructure in the IT Profession.
  - Apply industry relevant project management and planning tools and methodologies to meet the requirements of specified briefs.
  - Apply appropriate professional and ethical principles and practices to comply with essential legal and organisational requirements in a range of contexts within the IT industry.
  - Communicate and collaborate clearly and professionally to maintain relationships and achieve objectives in a range of contexts within the IT industry.

Note for assessors:

1. Assessments providing evidence for this standard **must be conducted in real or realistic practical settings**, such as workplaces, labs or other simulated environments, or table-top walk through exercises. Any task or activity you set must be relevant to current and emerging trends in information technology.

2. There are two tasks in this assessment which must be completed fully.

3. All activities must conform to the procedures and requirements of the relevant standard setting body or quality assurance body.

4. Any task or activity that you set for the candidate must reflect quality industry practice and maintain currency with amendments to, and replacements of, relevant legislation, regulations, Australia/New Zealand standards (AS/NZS), and security responsibilities including cyber safety.

5. A copy of the Assessment Sample Answers document (if applicable) and any other assessment evidence must be submitted with this assessment when moderation is requested.

Overview

This project puts you in the role of an employee of a small IT services supplier ("IT Technician") whose business is to source, install and configure equipment, which they buy-in from other places rather than build themselves.

You will be required to work in a team to prepare plans and budgets to meet the needs of a client. You will need to prepare documentation to ensure that you meet their requirements, and which are adequate for the tasks, and can be easily maintained.

You may use People Potential as your workplace or another employer of your choice. The business organisations used must be of sufficient size to require an information systems department within their organisational structure.

You will already have experienced how the IT team carries out a range of tasks in your workplace and your tutor will adapt the project to suit the specific workplace you are using.

Read the assessment instructions thoroughly before you begin so you have a good understanding of all the requirements that you must meet. You may complete this activity in any format you like as long as it meets the criteria below.

The Scenario

Prepare a detailed plan for this scenario:

> A local education provider has acquired a new classroom for a computing programme and they need to fit it out with the appropriate resources it needs. They approach your company for a proposal to carry out this work.
>
> The school has prepared a list of objectives which you must incorporate into the new classroom. You will need to consider these objectives during your planning and review process. The list is in no obvious order or priority.
>
> **Objectives**
>
> This list was prepared by a committee of teachers, without technical input. You will have the opportunity to provide input and seek further clarification later.
> - To provide resources for the new computing classroom within the school budget of $40,000 excluding GST.
> - To provide a suite of at least 12 computers in the classroom, and one laptop for the tutor.
> - To ensure that every computer user has easy access to a colour printer which you must provide.
> - The tutor has also requested a Smart Board, Projector and Scanner for the classroom.
> - To give tutor and students access to Microsoft Office and Publisher.
> - To counter the threat of computer viruses and malware.
> - To avoid the problem of losing important documents.
>
> As well as this list, you will be given a plan of the shcool, showing where the new classroom will be.

Your manager requires you to put together a plan that both he and you can use as a proposal that will be presented to the Board for discussion. Your planning and presentation will be a major factor in the success or failure of your company being awarded this project.

As you are the consultant, and because what the customer understands is not always correct or may be incomplete, your aim is to establish exactly what the school wants. You and your team will gather this information by asking questions so that you can advise the school on the most cost effective and appropriate way to design the layout/resources for their new classroom.

As an IT Technician, you will meet with the Principal to discuss the new classroom for the school (the Principal will bear a striking resemblance to your tutor). You will be directed to the tutor of the new computing class and you will need to arrange a meeting to discuss any further requirements they want to include.

As you progress through this project you must demonstrate your ability to work ethically and professionally including:

- Professional, sustainable, socially responsible and ethical practices
- Community focus, good faith and cultural awareness
- Treaty of Waitangi awareness
- Accessibility and equity issues
- Ethical principles and practices
- Compliance with regulations, relevant legislation, industry codes of practice and internal policies
- Codes of conduct (e.g. IITP, health and safety, contract management)
- Privacy and security responsibilities including confidentiality, privacy, standard professional conventions, intellectual property, copyright

You are also required to demonstrate your ability across a range of skills that you apply during the project. These include:

- Written and oral communication skills
- Interpersonal and communication with both internal and external stakeholders as required
- Teamwork and collaboration
- Self-management
- Problem solving and decision making
- Critical observation and conflict resolution
- Reflection
- Oral and visual presentations
- Structured report writing

Your assessor will observe you as you work through the project and will sign you off on the Observation Checklist in Task 2 as you demonstrate your ability to apply the ethical and professional behaviours and core skills to the required standard.

IT Planning Project

Your company, _____ (company name) uses standard documentation for projects such as this.

Below are the deliverables, each of which will be a separate, small file. You will need to attach the specifications of all hardware.

You will need to create a spreadsheet to summarise hardware, software and miscellaneous equipment. Keep this up to date as you move through the project.

You will need to read through this entire assessment and make a plan that will enable you to meet all the expectations. You might like to create a checklist so you don't miss anything.

Resource Constraints

- You (available full time). You are assumed to have enough knowledge and skill to be able to complete all the required tasks;
- Your time is charged at $50 per hour;
- Contractors may need to be employed for miscellaneous tasks.

The rest of this assessment is structured around the deliverables.

Deliverable 1: Clarification

1. Create a list of questions you will need answers to in order to fit out the new computing classroom. You may use any programme you are confident with.

2. Save the document with the filename *Questions*.

3. Your Tutor will answer the questions as the school Principal in class before you continue to the next step.

Deliverable 2: Resources

You must scope the site. This means that a "walk through" is required to determine any physical obstacles or technical limitations.

1. List all the resources that will be required to meet the objectives of the project plan.

Deliverable 3: Project Plan

1. Create a plan for the project that includes a schedule for the completion of all tasks. You can use any planning programme you are confident with.
    - This plan will be the base document for the project and will be adjusted as the project progresses.
    - You will need this approved by the Principal.
    - Your project plan must include evidence to meet each of the Project Deliverables 1 - 6

2. Your project plan must contain <u>at least twenty</u> tasks. You will need to:
    - Enter the tasks required for the project and the resources required for each task into the plan.
    - Create a schedule for the project plan using a relevant computer programme. The schedule should include:
        ◦ Industry accepted methods.
        ◦ Dependencies between tasks.
        ◦ Start and finish dates.
        ◦ Key milestones.
    - Analyse the schedule for resource conflicts and efficiency.
    - Adjust the schedule using the application to remedy any conflicts and maximise efficiencies.

3. Any changes or revisions to the approved schedule or plan must be communicated to the principal.

4. You will be provided with a spreadsheet named project_summary.xls to summarise hardware, software and miscellaneous equipment. Keep this up to date as you move through the project.

5. As you work with the spreadsheet, make sure that the formulae are correct and don't get broken by your work.

6. Save the document as project_summary.xls

7. You will need to monitor your project plan including:
    - Monitoring the project against the schedule and reporting any variations to dependencies between tasks, start and finish dates, and key milestones.
    - Revise the project plan as required to reflect any variations and document into your report.

Deliverable 4: Where does everything go?

1. Using another copy of the provided site plan, show the locations of :

    - Workstations (already given on the school plan)
    - Printer(s)
    - Scanner(s)
    - Smart Board
    - Projector
    - Miscellaneous equipment etc
    - Anything else that might be required by the tutor

Deliverable 5: Report

1. Now your project should be ready for approval. Create a comprehensive report including all documentation so that the Principal can take it to the Board for approval.

Deliverable 6: Presentation

The principal has advised you that the Board has requested the project be presented to them at their next meeting.

    - This is a big job for your company so you will need to design a presentation that will award you the job.
    - Presentation of the documentation will be a significant component of your final assessment in Week 20 (full-time) or Week 24 (part-time).

1. Prepare a presentation of your project plan, with relevant documentation as supporting evidence. You can use any presentation software you like.

2. Ensure you are confident in the delivery of your presentation so it can be presented either to your assessor only or in front of the class.

3. Deliver your presentation.

OBSERVATION CHECKLIST IT Planning Project	
I have observed the candidate between the following dates: **Start Date:**_____ **End Date:** _____ **I confirm they have demonstrated their ability to the standard required in the following areas.**	
Evidence towards each of the objectives will be collected by your observer over the duration of the project.	
Core Skills **Assessor - please tick to indicate skills demonstrated to required standard**	Assessor - please tick to indicate all tasks completed to standard
The candidate demonstrates communication skills by: · Keeping verbal and written communication clear, concise and confident..☐ · Showing an understanding of their audience and tailoring the communication to them....................☐ · Showing they can listen to and consider the views of others ....☐	☐
The candidate demonstrates planning and organisation skills by: · Showing that they can put structure to a task or project ....☐ · Highlighting how they scope out an activity and allocate time to individual tasks ....☐ · Showing how they anticipate challenges and issues that could arise and plan contingencies ....☐	☐
The candidate demonstrates their drive, motivation and enthusiasm by: · Showing they have the determination to achieve an end result..☐ · Showing that they can keep their optimism and enthusiasm even when things get tough.................☐ · Showing that they can bounce back from set-backs ....☐	☐
The candidate demonstrates their problem solving skills by: · Displaying that they can take a logical and analytical approach to problem solving ....☐ · Showing that they can view problems from a number of angles ....☐ · Anticipating potential pitfalls and acting to prevent them happening..☐	☐
The candidate demonstrates their teamwork skills by: · Showing that they can build and maintain positive working relationships ....☐ · Sharing information with others, supporting others and showing respect for alternative views ....☐ · Showing how they have contributed to keeping projects on track and to achieving a final goal ....☐ · Working sensitively and co-operatively with others ....☐ · Showing how they have considered and identified what motivates others and how they have led by example...☐	☐

Soft Skills **Assessor - please tick to indicate skills demonstrated to required standard**	Assessor - please tick to indicate all tasks completed to standard
The candidate demonstrated the following soft skills during the project: · Interpersonal communication .... ☐ · Verbal/non-verbal communication... ☐ · Listening skills .... ☐ · Questioning skills .... ☐ · Understanding of te Tiriti o Waitangi/the Treaty of Waitangi........................ ☐ · Understanding of cultural awareness.. ☐ · Basic cultural etiquette .... ☐ · Oral and visual presentations .... ☐ · Research literacy... ☐ · Referencing .... ☐ · Information design skillsp .... ☐	☐

Ethical and professional skills **Assessor - please tick to indicate skills demonstrated to required standard**	Assessor - please tick to indicate all tasks completed to standard
The candidate incorporated ethics and professionalism into their project including: · Professional, sustainable, socially responsible and ethical practices .... ☐ · Community focus, good faith and cultural awareness .... ☐ · Te Tiriti o Waitangi/The Treaty of Waitangi awareness .... ☐ · Accessibility and equity issues .... ☐ · Ethical work practices .... ☐ · Privacy and security responsibilities .... ☐ · Relevant legislation and industry codes of practices.. ☐ · Codes of conduct (e.g. IITP, health and safety, contract management)................☐	☐

Assessor comments (mandatory): Please provide specific examples of how the candidate met the requirements & include a summary of oral responses to any questions asked during observation.

Assessor / Verifier to complete

Attestation
I confirm that the candidate has demonstrated a range of communication skills, ethics theory, and soft skills during the project management module and that their performance has met all evidence requirements in the observation checklist.

Name:	Position:
Signed:	Date:

Documentation

Ensure you have attached the following documentation as the minimum evidence required to complete your project.

- Project Plan ....☐
- Clarification documents ....☐
- Comprehensive report of the project ....☐
- Project summary spreadsheet ....☐
- Presentation..☐
- Completed Observation Checklist..☐

Notes for Tutor/Assessor:

This programme must provide a context of complexity appropriate to the level of the qualification for assessment for this outcome. A certificate at Level 4 qualifies individuals with knowledge and skills for work, further learning and/or community involvement. A graduate at level 4 is able to:

· demonstrate broad operational and theoretical knowledge in a field of work or study
· select and apply solutions to familiar and sometimes unfamiliar problems
· select and apply a range of standard and non-standard processes relevant to the field of work or study
· demonstrate self-management of learning and performance under broad guidance
· demonstrate some responsibility for performance of others.

This assessment must include the tasks described in the following pages as a minimum and must reach a standard appropriate to a Level 4 qualification.

Assessment Schedule			
IT4-06 - IT Planning Project			**Level 4 Credits 6 Version 1**
GPO 1 - Apply knowledge of computer hardware, operating systems, applications, networks, storage and security to provide support for hardware and software resources and a foundation for infrastructure in the IT profession | 3 credits. GPO 5 - Apply industry relevant project management and planning tools and methodologies to meet the requirements of specified briefs | 1 credit. GPO 6 - Apply appropriate professional and ethical principles and practices to compy with essential legal and organisational requirements in a range of contexts within the IT industry | 1 credit. GPO 7 - Communicate and collaborate clearly and professionally to maintain relationships and achieve objectives in a range of contexts within the IT industry | 1 credit.			
Evidence Requirements	Evidence Source	Judgement Statement	Outcome Met

LO 7 Develop a project plan and apply planning tools to manage the requisites and constraints according to stakeholder requirements.
 	
LO 8 Apply interpersonal, communication and presentation skills in a range of IT situations and scenarios.
	Assessment Task 1
	· Attached evidence
	   ◦ Project plan
	   ◦ Comprehensive report of the project
	   ◦ Conceptual layout
	   ◦ Project summary spreadsheet
	   ◦ Clarification documents
	
	Assessment Task 2
	· Attached evidence
	   ◦ Presentation
	   ◦ Observation Checklist
		• Candidate has created, monitored and presented a project plan using a computer application as instructed and reports are attached
		
		• Observation Checklist completed fully with all requirements met	

Outcome Feedback: (rationale for assessment decision) 			
Assessor's Attestation: As assessor for the unit standard(s) above, I have ensured sufficiency of performance and knowledge by this learner. I can confirm that the assessment conditions, as well as the actions of the learner and assessor, have all complied with any relevant Health and Safety requirements. I further confirm that this learner has performed the assessment requirements competently to the extent that I am confident that this learner will also be competent in the future.			
Name:		Signature:	
Date:		Position Held:	