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| Task No. | 2 | Task Title | | Assessment Item 2 Research | | | | Due Date | 14/6/2019 | |
| Unit / Module details | | | | | | | | | | |
| Qualification/Course | | | Code | ICT60515 | Title | Advanced Diploma of Computer Systems Technology | | | | |
| Unit/Module | | | Code | ICTPMG608 | Title | Manage ICT project systems implementation | | | | |
| Assessment details | | | | | | | | | | |
| Assessor | | | Assessor’s name | | Vikram Behal | | Assessor’s phone | | | 03 9354 6130 |
|  | | | Assessor’s email | | vbehal@kangan.edu.au | | | | | |
| Elements / Learning outcomes | | | This assessment item is research. This assessment item requires students to work individually and address all requirements as per assessment item description. Students are required to accomplish their task professionally and on time. Students must submit this assessment item at MyLearning by end of their class in week 7 of the term. Student must answer all from item 1 to 20, however item 21 is optional. | | | | | | | |
| Task overview*(see below for specific instructions and criteria)* | | | This assessment item is research. This assessment item requires students to work individually and address all requirements as per assessment item description. Students are required to accomplish their task professionally and on time. Students must submit this assessment item at MyLearning by end of their class in week 7 of the term. Student must answer all from Task 1 to 20, however Task 21 is optional.  **Students are required to research and explain the following:**     1. Critical analysis. 2. Feasibility analysis. 3. Requirement analysis. 4. System analysis. 5. Project and system development documentation. 6. System-user documentation. 7. Technical documentation. 8. Operational documentation. 9. Discuss the biggest change of your life. 10. How you managed above change. 11. What is change management? 12. How to manage organizational change? 13. What is release management? 14. What are roles and responsibilities of the release manager? 15. What is ITIL? 16. Explain Service level agreements (SLAs). 17. What is disaster recovery plan and what to consider while creating disaster recovery plan? 18. Explain what is user acceptance test and its importance? 19. Explain what are the training needs? Analyze and create one checklist for it. 20. Explain why it is important to have well defined and documented rollback plan when implementing new software. 21. Consider a job interview scenario and interviewer asked you a question that “Tell us about yourself”. Your task is to write a paragraph about above question.   **Please note create report either in saperat document or at the end of this document** | | | | | | | |
| Assessment conditions | | | * This information is to be handed to each student to outline the assessment requirements. * This is open book assessment answer all questions. * This Assessment Item requires students to work individually and address all requirements as per Task Overview * Students are required to accomplish their task professionally and in time * Students must submit this Assessment item at MyLearning * This assessment item is research assignment * Students nee to submit this assessment item as a report * Allocated time for this assessment item is one hour in class time, however student can negotiate time with teacher under special circumstances * Read the Plagiarism policy and procedure carefully to understand the consequences that you could face if your work is plagiarized. * You plagiarize if you present other writers' words or ideas as your own. * You must use citations to document all ideas and significant information that are not your own. * Submit this document by the due date (penalties applies) * Insert your name and student id in the footer. * Use Font: Arial Font Size: 10 Heading: Bold Arial Heading Size: 12 Sub Heading: Bold Arial Sub Heading Size: * Marking Criteria for this assessment Item is as under | | | | | | | |
| Resources | | | Resources are available through MyLearning | | | | | | | |
| How to submit | | | Complete Assessment items as per assessment Item description and upload assessment item at MyLearning  All items submitted must be clearly marked with the following details:  • Your full name  • Your student number  • Your class group  • The date  This cover sheet must accompany all items submitted. | | | | | | | |

| Assessment instructions and criteria | | | |
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| With competency based assessment **all** assessment requirements for each assessment task must be assessed as satisfactory **(S)** for a competent **(CA)** result to be recorded. If an assessment result for any task is assessed as not satisfactory **(NS)** a resubmission will be required for the outstanding **(NS)** assessment task.  Rows can be deleted by left clicking to the left of the row and click *Backspace*  Rows can be added by left clicking to the left of the row and click *CTRL+C* and then *CTRL+V* | | | |
| **Instruction/Task** | **Criteria that you will be assessed on** | **S** | **NS** |
| 1. Students are required to address all items as per Task overview, however item 21 is optional | Student addressed all items as per Task overview, however item 21 is optional |  |  |
| Students are required to explain Critical analysis. | Student explained Critical analysis. |  |  |
| Students are required to explain Feasibility analysis. | Student explained Feasibility analysis. |  |  |
| Students are required to explain Requirement analysis | Student explained Requirement analysis |  |  |
| Students are required to explain System analysis. | Student explained System analysis. |  |  |
| Students are required to explain importance of Project and system development documentation. | Student explained importance of Project and system development documentation |  |  |
| Students are required to explain Importance of System-user documentation | Student explained Importance of System-user documentation |  |  |
| Students are required to explain Technical documentation. | Student explained Technical documentation. |  |  |
| Students are required to explain Operational documentation. | Student explained Operational documentation. |  |  |
| Students are required to discuss the biggest change of their life. | Student Discussed the biggest change of their life. |  |  |
| Students are required to explain How they managed above change. | Student explained how they managed above change |  |  |
| Students are required to explain What is change management? | Student explained What is change management? |  |  |
| Students are required to explain How to manage organizational change? | Student explained How to manage organizational change? |  |  |
| Students are required to explain What is release management? | Student explained What is release management? |  |  |
| Students are required to explain The roles and responsibilities of the release manager? | Student explained the roles and responsibilities of the release manager? |  |  |
| Students are required to explain What is ITIL? | Student explained What is ITIL? |  |  |
| Students are required to explain Explain Service level agreements (SLAs). | Student explained Explain Service level agreements (SLAs). |  |  |
| Students are required to explain What is disaster recovery plan and what to consider while creating disaster recovery plan? | Student explained What is disaster recovery plan and what to consider while creating disaster recovery plan? |  |  |
| Students are required to explain what is user acceptance test and its importance? | Student explained what is user acceptance test and its importance? |  |  |
| Students are required to explain what are the training needs? Analyze and create one checklist for it. | Students explained what are the training needs? Analyze and create one checklist for it. |  |  |
| Students are required to explain why it is important to have well defined and documented rollback plan when implementing new software. | Students explained why it is important to have well defined and documented rollback plan when implementing new software. |  |  |
| Students are required to do following (however this task is optional):  Consider a job interview scenario and interviewer asked you a question that “Tell us about yourself”. Your task is to write a paragraph about above question. | Student completed following (however this task is optional):  Consider a job interview scenario and interviewer asked you a question that “Tell us about yourself”. Your task is to write a paragraph about above question. |  |  |

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| Student details | | | | | | | | | | | |
|  | Student’s name | | | Benjamen Calleja | | Student’s ID | | | Cal14385330 | | |
| Unit/Module details | | | | | | | | | | | |
| Unit/Module | Code | | ICTPMG608 | Title | Manage ICT project systems implementation | | | | | | |
|  | Task title | | Assessment Item 2 Research | | | | | | | | |
| Assessment feedback / comments | | | | | | | | | | | |
| Click here to enter text. | | | | | | | | | | | |
| Re-submission (where applicable) | | | | | | | | | | | |
| Unsatisfactory tasks are to be re-submitted according to the details below. Type NA if not applicable. | | | | | | | | | | | |
| **Task (or component of task) to be re-submitted** | | **Additional evidence required** | | | | | **Re-Submission date** | | | **S** | **NS** |
| Task for re-submission | | Evidence | | | | | Date | | |  |  |
| Task for re-submission | | Evidence | | | | | Date | | |  |  |
| Task for re-submission | | Evidence | | | | | Date | | |  |  |
| Result for this assessment task | | | | | | | | | | | |
|  | Your final result for this unit will be provided on the ***Unit Result Record*** at completion of all assessment tasks | | | | | | | | | | |
|  | Result | | | Choose an item. | | | | | | | |
|  | Assessor’s signature | | |  | | | **Date** |  | | | |

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| Task Instructions and Student Work |

This assessment item requires students to work individually, however they can consult their teacher or fellow students. Students need to accomplish their task professionally and in time. It is their responsibility to monitor their progress. Students are required to complete all tasks.

**Students are required to research and explain the following:**

1. Critical analysis.  
    **Critical analysis is a mode of thinking about any subject, content, or problem in which the thinker improves the quality of his/her thinking by skillfully analyzing assessing, and reconstructing it. To identify critical analysis and its purpose, and questions at issue as well as its information, assumptions, implications, main concepts, and point of view**
2. Feasibility analysis.  
    **Feasibility analysis is propsed project to determine if it is technically feasible. Feasibility analysis are almost   
    always conducted where large sum are at stake.**
3. Requirement analysis.  
    **Requirement analysis uses those tasks that go into determining the needs/conditions to meet for a new or  
    a new altered product or project, account of the possibly conflicting requierments of the stakeholder  
    analyzing documenting.**
4. System analysis.  
    **Systems analysts are the architects, as well as the project leaders of an information system. It is theier job to   
    develop solutions to users problems, determine the technical and operational feasibility of their solutions.**
5. Project and system development documentation  
    **System documentation represents documents that describe the system utself and its parts. It includes  
    require**
6. System-user documentation.  
    **In information systems, the documentation can be either in from of user documentation. Or in form of system  
    documentation, User documentation refers to user’s interaction with the system for performing various tasks.**
7. Technical documentation.  
    **Technical documentation is the term for documentation with regard to a product. People mainly associate the  
    term with the documents and information that are passed on to the public/stakeholders by the manufacturer.**
8. Operational documentation.  
    **Meaining Visual information documentation of activities to convey information about people, places and  
    things. It is general purpose documentation normally accomplished in truce.**
9. Discuss the biggest change of your life.  
    **Graduating from highschool**
10. How you managed above change.  
     **Time management  
     Work in my free time  
     Start a to do list**
11. What is change management?  
     **Change management is the discipline that guides how to prepare, equip and support individuals to successfully  
     adopt change in order to drive organizational success and outcomes. While all changes are unique decades of   
     research shows there are actions we can take to influence people in their individual transitions. Change  
     management provides a structured approach for supporting the individuals in your organization to move from  
     their own current stated to their own future states.**
12. How to manage organizational change?  
     **Clearly define the change and align it to business goals.  
     Determine impacts and those affected  
     Develop a communication strategy  
     Provide effective training   
     Measure the change process**
13. What is release management?  
     **Relase management is the process of managing, planning, scheduling and controlling a software build through stages and environments including testing and deploying. Software releases.**
14. What are roles and responsibilities of the release manager?  
     **Forward plan the release windows and cycles across a portfolio  
     Manage risks and resolves issues that affect release scope, schedule and quality  
     Measure and monitor progress to ensure application releases are delivered on time and within a budget  
     Manage relationships and coordinate work between within different teamsS**
15. What is ITIL?

**Information Technology Infrastructure Library is a framework designes to standardize the selection, planning,  
 delivery and maintenance of IT services within a business. The goal is to improve efficiency and achieve  
 predictable service delivery. The ITIL framework enables IT administrators to be a business service partner,  
 rather than just back end support. ITIL guidelines and best practices aligns IT department actions and   
 expense.**

1. Explain Service level agreements (SLAs).  
    **Service level agreement is a contract between a service provider and it’s internal/external customers  
    that documents whats services the provider will furnish and defines the service standards the provider is  
    obligated to meet. SLAS help manage customer expectations and define the circumstances under the SLA.**
2. What is disaster recovery plan and what to consider while creating disaster recovery plan?  
    **A disaster recovery plan is a documentated, structured approach with instructions for responding to unplanned incidents. And a list of whatto consider to when creating a plan is   
     
   Make a list of Critical jobs  
   Inventory Necessary Office Equipment  
   Inventory Supporting Equipment  
   Plan for alternate Office Space  
   Insurance and budget  
   Share It and store it offsite**
3. Explain what is user acceptance test and its importance?  
    **User acceptance testing is the last phase of the software testing process. During that pahse, actual software  
    user test the software to make sure it can handle required asks in real world scenaios, according to specifications. UAT is important to the successful implementation of any application. No matter how many functional tests are performed, There will always be the difficulty of integrating a new piece of software into the operational pattern of any organization.**

Explain what are the training needs? Analyze and create one checklist for it.  
 **Traning needs analysis is a process that a business goes through in order to determine all the training that needs to be cpleted in a cetain period to allow their team to complete their job as eddectively as possible, as well as progress and growth. here are 3 key steps involved in training needs analysis to ensure your business is making the most of the process:**

1. **Decide On Skill Sets  
   The first stage is to decide on the skill sets that you require all your team members to have in order to do their jobs properly. This means looking at every job role within your business separately and considering things like the different departments or levels of seniority which will affect this as well.**
2. **Evaluate The Skills Of Staff  
   The second stage is to look at all your team members and evaluate their current skill levels in relation to the skills you have laid out in the first stage of this process. This will allow you to see who is meeting your expectations, and who needs to complete further training in order to meet the expected skill level.**
3. **Highlight The Skills Gap  
   Now that you know where you want your team to be and the level they are currently at, you will easily be able to see the gap (if any) that has appeared between the two. Now you know what the gap is, you need to use training to help close that gap and ensure your team is at the level you expect them to be.**
4. Explain why it is important to have well defined and documented rollback plan when implementing new software.   
   **A good rollback plan is needed because   
   - deployment could go South,   
   - you need to know how to restore the database or application to the initial state, the one it was pior to the change.  
   - steps got missed in the deployment  
   - change management dictates that rollback instructions be provided  
   when the decision is taken to rollback, it is a critical moment, stress levels will be high. Thinking clearly and straight is hard. This is when most mistakes are made without a proper plan.**
5. Consider a job interview scenario and interviewer asked you a question that “Tell us about yourself”. Your task is to write a paragraph about above question.  
     
   **My Name is Benjamen Calleja I graduated high school at Kolbe Catholic College in 2017. Right now im at the end of completeing my Advance diploma of Information Technology at kangan institute broadmeadows and looking forward to obtaining my Bachelor degree of information Technology at Rmit University Melbourne. I have been working at Fast Times Skateboarding since late 2016 overseeing their online presence on different social media platforms. My future career that I am striving for is to become a Full stack web developer. I became interested in that area because I enjoy the web. I spend a lot of time online and I'm excited about it and what it can do, and I like being able to contribute to that. I get satisfaction out of this whole process of assembling these things that can usually be accessed by people around the world on a variety of devices, and constantly learning better ways to do it. My goal as a person is to interact with people in a way that I could not possibly do in a face to face conversation. Once I have released an application I am no longer me, I'm just the creator, just the person who picked every little detail, made every single decision, and created something completely from my vision. My application could ruin someones day or make someone's week or do both at the same time to different people. Having that reach is an addicting thing and that is why I enjoy creating websites.**