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| Task No. | 2 | Task Title | | Research Assignment | | | | Due Date | 26/04/2019 | |
| Unit / Module details | | | | | | | | | | |
| Qualification/Course | | | Code | ICT60515 | Title | Advanced Diploma of Computer Systems Technology | | | | |
| Unit/Module | | | Code | ICTPMG609 | Title | Plan and Direct Complex IT Projects | | | | |
| Assessment details | | | | | | | | | | |
| Assessor | | | Assessor’s name | | Vikram Behal | | Assessor’s phone | | | 03 9354 6130 |
|  | | | Assessor’s email | | vbehal@kangan.edu.au | | | | | |
| Elements / Learning outcomes | | | 1,2,3,4,5,6 | | | | | | | |
| Task overview*(see below for specific instructions and criteria)* | | | **This assessment item is research based all students are required to create one report. They must complete all tasks listed under Assessment instructions and criteria in their report.**  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. This assessment item is open book and students are allowed to use all resources. It is their responsibility to monitor their progress. Students are required to research and complete all tasks listed under Assessment instructions and criteria or at the end of this document (Task Instructions and Student Work). Student must use appropriate references in their report.  Once all tasks are completed as per Assessment instructions student must upload all tasks at MyLearning.  **Please answer all 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 Assessment instructions and criteria * 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 are required to research and complete all tasks listed under Assessment instructions and criteria. Student must use appropriate references in their report. * Due date for this assessment item is Sat 5 pm of week 7, however student can negotiate time with teacher under special circumstances * Teacher will allocate 30 mins in each class from week 3 onwards to this assessment item in class * Length of Report should not exceed 5000 words * 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 is as per criteria listed under “Assessment instructions and criteria” | | | | | | | |
| 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** |
| Explain Project Life Cycle. You must define all phases of Project life cycle | Students explained Project Life Cycle. Student defined all phases of Project life cycle |  |  |
| Explain Defining Phase in relation to project. List the items listed on Defining Phase. | Students explained Defining Phase in relation to project. List the items listed on Defining Phase. |  |  |
| Explain how you can identify the strategic and operational needs of project | Students explained how he/she can identify the strategic and operational needs of project |  |  |
| Explain how you can identify requirements of IT Project | Students explained how he/she can identify requirements of IT Project |  |  |
| Explain different methods to Identify client requirements | Students explained different methods to Identify client requirements |  |  |
| Explain how you can Identify the impact of legislation and industry codes and standards on your project | Students explained how he/she can Identify the impact of legislation and industry codes and standardson your project |  |  |
| Explain different class of risks associated with projects. Example Financial, Strategic etc | Students explained different class of risks associated with projects. |  |  |
| Research and list Methods of Risk Identifying | Students explained and listed Methods of Risk Identifying |  |  |
| Research and explain your understanding of Risks related to IT Projects and Risk Management Analysis | Students explained his/her understanding of Risks related to IT Projects and Risk Management Analysis |  |  |
| Research and explain the following:   1. What defines Organizational Culture 2. Impact of Organizational Culture on Projects | Students explained the following:   1. What defines Organizational Culture 2. Impact of Organizational Culture on Projects |  |  |
| Research and explain how the following trends are affecting IT Project Management   1. Globalization 2. Outsourcing 3. Virtual teams | Students explained how the following trends are affecting IT Project Management   1. Globalization 2. Outsourcing 3. Virtual teams |  |  |
| Explain Work breakdown structure (WBS) | Students explained work breakdown structure (WBS) |  |  |
| Research and download appropriate template for WBS | Students downloaded appropriate template for WBS |  |  |
| Research and explain how IT project can contribute to improved policies and processes | Students explained how IT project can contribute to improved policies and processes |  |  |
| Find one case study of your choice and prepare a report analysing the strengths and weaknesses of the project plan and the conduct of the project | Students found one case study of his/her choice and prepare a report to analyse the strengths and weaknesses of the project plan |  |  |
| Explain the strategic impact of the IT project | Students explained the strategic impact of the IT project |  |  |
| Explain How we can use impact of IT project to feed into the organisation's ongoing strategic planning processes | Students explained how we can use impact of IT project to feed into the organisation's ongoing strategic planning processes |  |  |
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| Student details | | | | | | | | | | | |
|  | Student’s name | | | Benjamen calleja | | Student’s ID | | | Cal14385330 | | |
| Unit/Module details | | | | | | | | | | | |
| Unit/Module | Code | | ICTPMG609 | Title | Plan and Direct Complex IT Projects | | | | | | |
|  | Task title | | Research Assignment | | | | | | | | |
| 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 is research based all students are required to create one report. They must complete all tasks listed under Assessment instructions and criteria in their report.**

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. This assessment item is open book and students are allowed to use all resources. It is their responsibility to monitor their progress. Students are required to research and complete all tasks listed under Assessment instructions and criteria or under “Task Instructions and Student Work”. Student must use appropriate references in their report.

1. Explain Project Life Cycle. You must define all phases of Project life cycle  
   **The project licfe cycle is usally broken down into four phases: initiation, planning, exexution, and closure. These make up the path that takes your project from the beginning to the end. Some methodologies also include a fith phase monitoring.**

**In intitiation phase of the project, you identify a business need problem or opportunity and brainstorm ways that your team can meet this need. Project managers must be able to sell business leaders on the intrinsic value they offer to the business at a strategic level when they are at the strategic planning.  
  
In planning once the project is approved to move forward based on your business case, statement of work or project initiation document, you move into the planning phase. In this phasem you break down the larger project in smaller tasks, build your team, and prepare a schedule for the completion of assignments. During this phase, you create smaller goals within the larger project, making sure easch is achievable within the time frame.  
  
You have received business approval, developed a plan, and built your team. Now it’s time to get to work. The execution phase turns your plan into action. The project manager’s job in this phase of the project management life cycle is to keep work on track, organize team members, manage timelines, and make sure the work is done according to the original plan.  
  
 Closer.Once your team has completed work on a project, you enter the closure phase. In the closure phase, you provide final deliverables, release project resources, and determine the success of the project. Just because the major project work is over, that doesn’t mean the project manager’s job is done—there are still important things to do, including evaluating what did and did not work with the project**.

1. Explain Defining Phase in relation to project. List the items listed on Defining Phase.  
   **Initiation phase  
   During the first of thee phase, the initiation phase, the project objective or needs is identifies, this can be a business problem or opportunity. An appropriate response response to the need is documentated in a business case with recommended solution options.  
   Plannng Phase  
   The nect phase, the planning phase is where the project solution is further develop in as musch detail as possible and the steps necessary to meet the project’s objective are planned. In this step the team identifies all of the work to be done. The project’s tasks and resource requirements are identified along with the strategy for producing them. This also referred as scope management.  
   implementation  
   During the third phase the implementation phase the project plan is put into motion and the work of the project is performed. It is important to maintain control and communicateas needed during implementation.  
   Closing phase   
   During the final closure the emphasis is on relasing the final deliverables to the customer, handling over project documentation to the business, terminating supplier contracts, relasing the project resources, and communicating the closureof the project to all stakeholders.**
2. Explain how you can identify the strategic and operational needs of project  
   **For the needs of project we used these needs to help in the strategic needs  
   Leadership. The strategic planning process needs drive the continuining commitment to pushing the process on through difficulties. The whole process requies somone to bedesignated as leader/coordinator and to be responsible for keeping the process according to agreed timelines.  
   Resources. There are resource implemtations in embarking on strategic planning. It’s going to take time and attention awat from your day to day operations.  
   Evalutation. Establish methods to honestly monitor and evaluate the plan and its results. Document how the organisation will know who has done what and when.**
3. Explain how you can identify requirements of IT Project  
   **Cost Benefit analysis begins with the identification of possible solutions. Based on the project decription, statement of business needs and business objective’s identify a range of solutions that can be considered to address the identified need. For each possivle solution, identify its cost and benefits.**
4. Explain different methods to Identify client requirements  
   **Interveiwing stakeholders  
   The collective knowledge skateholders have. Start with sales and support teams. The know the product and the customer. They often have a list of features request, bug reports, and enchancements.  
   Interviewing Customers  
   Go right to the source. Ask customers what problems they have and what features they want. Even when customers can’t articulate their needs clearly, you can often gain insights that lead to successful innovations.  
   Conducting voice of customer surveys.  
   Voice of customer surveys collect data, from email or from a pop-up on a website, about the attitudes and expectations of existing or prospective customers. Use a mix of open and closed ended questions.  
   Recording experiences through diary studies.  
   Sometimes opportunities reveal themselves over time. One cost-effective method is diary study. Ask participants to record problems, Frustrations, Positive experiences, or thouhs at intervals throughout a day.**
5. Explain how you can Identify the impact of legislation and industry codes and standards on your project  
   **A code of conduct (or a code of practice) is a set of enforceable rules setting out an industry's commitments to deliver a certain standard of practice. Codes of conduct are intended to raise industry standards and complement legislative requirements, and aim to encourage consumer confidence in a particular industry. You can identify which codes to follow by speaking to businesses in your industry and learning different ways of running your business. Establishing a network with these businesses will also ensure you regularly share skills and keep up to date on industry and local information. Businesses. Should be mindful of the information they discuss with other businesses.**

Explain different class of risks associated with projects. Example Financial, Strategic etc  
**Cost risk, typically escalation of project costs due to poor cost estimating accuracy and scope creep.  
Schedule risk, the risk that activities will take longer than expected. Slippages in schedule typically increase costs and, also, delay the receipt of project benefits, with a possible loss of competitive  
Performance risk, the risk that the project will fail to produce results consistent with project specifications.  
Governance risk relates to board and management performance with regard to ethics, community stewardship, and company reputation.**

**Strategic risks result from errors in strategy, such as choosing a technology that can’t be made to work.**

**Operational risk includes risks from poor implementation and process problems such as procurement, production, and distribution.**

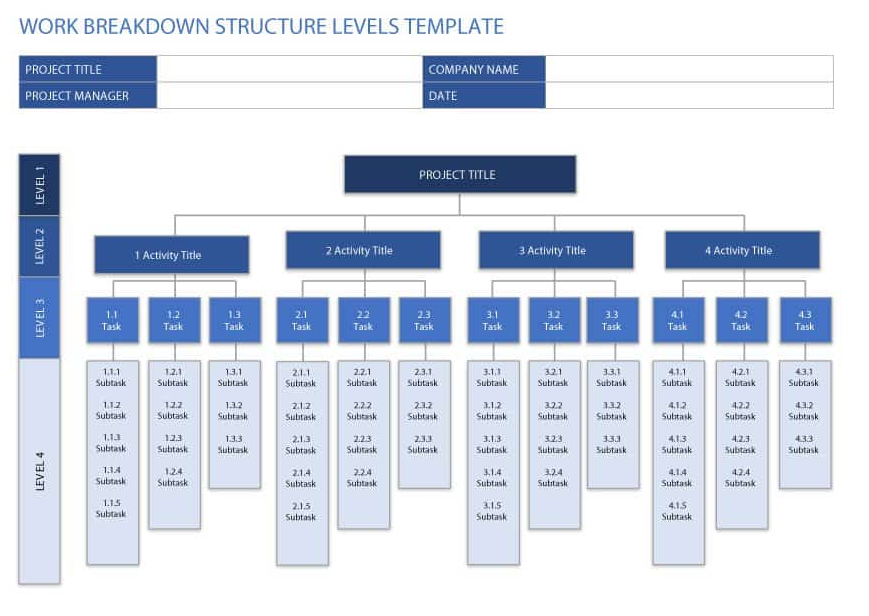
**Market risks include competition, foreign exchange, commodity markets, and interest rate risk, as well as liquidity and credit risks.**

**Legal risks arise from legal and regulatory obligations, including contract risks and litigation brought against the organization.**

**Risks associated with external hazards, including storms, floods, and earthquakes; vandalism, sabotage, and terrorism; labor strikes; and civil unrest.**

1. Research and list Methods of Risk Identifying  
     
   **Risk Questionnaires and Risk Surveys A risk questionnaire that includes a series of questions on both internal and external events can also be used effectively to identify risks. For the external area, questions might be directed at political and social risk, regulatory risk, industry risk, economic risk, environmental risk.**

**Brainstorming When objectives are stated clearly and understood by the participants, a brainstorming session drawing on the creativity of the participants can be used to generate a list of risks. In a well facilitated brainstorming session, the participants are collaborators, comprising a team that works together to articulate the risks that may be known by some in the group. In the session, risks that are known unknowns may emerge, and perhaps even some risks that were previously unknown unknowns may become known.  
  
Flowchart Method The Flowchart Method is used to graphically and sequentially depict the activities of an operation or process to identify exposures, perils and hazards. There are a variety of methods that can be used including: product analysis, dependency analysis, site analysis, decision analysis and critical path analysis. These methods can illustrate interdependency within your organization; they can easily pinpoint bottlenecks and can determine a critical path. They do not indicate frequency or severity, but only show minor processes with major loss potential, they have a limited applicability to liability exposures and in most situations, they are too process-oriented.  
  
Conclusions Each of these techniques provides a way to help identify possible risks that may occur in your ongoing economic activity. It’s important that you identify all the risks early on. The better job you do of identifying the projects risks at the planning stage, the more comprehensive the risk response plan will be. Risk identification is not an area of project planning that you should really skip, being one of the most important processes in risk management.**

1. Research and explain your understanding of Risks related to IT Projects and Risk Management Analysis  
   **Risk analysis Is the process that helps you identify and manage potential problems that could undermine key business initiatives or projects. To carry out risk analysis, you must first identify the possible threats that you face and then estimate the likelihood that thses threats will manifest.**
2. Research and explain the following:
   1. What defines Organizational Culture  
      **Organizational culture is defined as the underlying beliefs, assumptions, values and ways of interacting that contribute to the unique social environment of an organization.**
   2. Impact of Organizational Culture on Projects  
      **Management style**Different managers approach the supervision of their employees and team members in varied ways. Some managers use a style that the culture of the organization is likely to have a clear hierarchy and is heavily dependent on tight control of resources and competencies.  
        
      **Planning and design**Management styles comes with the ability of project teams to reach compromises. The organizational culture
3. Research and explain how the following trends are affecting IT Project Management
   1. Globalization  
      **Globalization in project management means among other matters more projects ex- ecuted in the multi-cultural environment. The project management (PM) environment for international development projects is also much more complicated than domestic projects in industrialized countries**
   2. Outsourcing  
      **Outsourcing allows a company to subcontract a particular area within the organization. A company may outsource project management or any other task or department for one or more reasons. However, in general, organizations commonly choose to outsource to save money or make use of expertise outside the company.**
   3. Virtual teams  
      **A virtual team usually refers to a group of individuals who work together from different geographic locations and rely on communication technology such as email, and video or voice conferencing services in order to collaborate.**
4. Explain Work breakdown structure (WBS)  
   **Work breakdown Structure is a key project deliverable that organizes the team’s work into manageable sections. An easy way to think about a work breakdown structure is an outline or map of the specific project. A work breakdown structure starts with the project as the top level deliverable and is further turned into sub deliverables using the following ouline hierarchy.**
5. Research and download appropriate template for WBS  
   
6. Research and explain how IT project can contribute to improved policies and processes  
   **Analyze each document thoroughly  
   Determine whether the contents of the document are limited to policies and procedures. Make sure to separate other document types such as templates, notes, meetings from policies and procedures.  
   Ensure that the content is current, up to date and relevant.  
     
   Examine the structure of the policy and procedure document. Make sure that it contains all the necessarly blakcs to ensure smooth, accurate execution of the policy or procedure. Steps or stages are presented in order.**
7. Find one case study of your choice and prepare a report analysing the strengths and weaknesses of the project plan and the conduct of the project

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| Strengths  Excellent communication skills  good realationship with team memebers Good internal communication | Weaknesses  Currently struggling to meet deadlines - too much work? Poor record keeping Some members have left the group. |

1. Explain the strategic impact of the IT project   
   **The strategic impact of this IT project is to configure Firewall and also configure VPN for troy financials while also creating a network infrastructure.**

Explain How we can use impact of IT project to feed into the organisation's ongoing strategic planning processes  
**Determine your strategic position This preparation phase sets the stage for all work going forward. You need to know where you are to determine where you need to go and how you will get there.**

**Get the right stakeholders involved from the start, considering both internal and external sources. Identify key strategic issues by talking with executives at your company, pulling in customer insights, and collecting industry and market data to get a clear picture of your position in the market and in the minds of your customers.**

**Develop a strategic plan**

**Once you have identified your current position in the market and have identified potential strategic objectives in line with your company mission and vision,, you’re ready to develop your strategic plan.  
  
Execute and manage the plan  
Once you have the plan, you’re ready to implement it. First, communicate the plan to the organization by sharing relevant documentation. Then, the actual work begins.**

**Lucidchart is useful for mapping processes and turning your broader strategy into a concrete plan. For example, to clearly communicate team responsibilities, you can use swimlanes to illustrate the completion process and ownership for each step of the way.  
  
Review and revise the plan  
The final stage of the plan to review and revise gives you an opportunity to reevaluate your priorities and course-correct based on past successes or failures. On a quarterly basis, determine which KPIs your team has met and how you can continue to meet them, adapting your plan as necessary.**