STUDENT – PRACTICAL ASSESSMENT TASK

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| Task Number | 2 of 3 | Task Name | Organise, implement, and close an Information Communications Technology (ICT) project |
| National unit/s code | ICTPMG505/BSBXTW401 | National unit/s title | Manage ICT projects/Lead and facilitate a team |
| National qualification code | ICT50220 | National qualification title | Diploma of information Technology |
| RMIT Program code | C5402/ C5402AN | RMIT Course code | BUSM8882C/ GEDU6201C |

Section A – Assessment Information

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| **Assessment duration and/or due date** | Assessment will be released in a single stage in Week 2, and you need to submit the assessment in 2 Stages.    Stage 1: Week 10 (PART A, PART B & PART C) Stage 2: Week 15 (PART D & PART E) |
| **Task instructions** | |
| This practical assessment will occur in the classroom.  This is the second of three assessment tasks that you must successfully complete to be competent in ICTPMG505/BSBXTW401 – ICT Projects.  **Summary of the task**  There are five parts included in this assessment:   * PART A: You will scope the activities of a complex ICT project and document the required evidence in Appendix A. * PART B: You will prepare a project plan for a complex ICT project and document the required evidence in Appendix B. * PART C: You will determine the project team and duties for a complex ICT project and document the required evidence in Appendix C. * PART D: You will manage the execution of a complex ICT project and document the required evidence in Appendix D. * PART E: You will close and evaluate a complex ICT project and document the required evidence for assessment in Appendix E.   Your trainer/ assessor will tell you when to complete each part.  You will access the required resources from Canvas.  You must complete each task satisfactorily according to the minimum performance standards in the marking guide.  Your trainer/ assessor will document their observations against assessment criteria in the marking guide.  PART A: To complete this part of the assessment, you will need to define which activities are required to undertake a complex ICT project. ICT projects solve problems and develop new opportunities in the information and communication technology industry.  Appendix A must be used to document the required evidence for assessment.  To meet the assessment criteria:   1. Choose an ICT project:  * you will need to undertake the planning, establish the team, manage the execution of the project, and coordinate the closure in PART(s) B - E * your trainer/ assessor may choose an ICT project on your behalf * seek advice from your trainer/ assessor before you complete this task * describe the ICT project and identify the benefits in Appendix A  1. Investigate, interpret and confirm the requirements in relation to:  * rules, project governance policies and procedures and values that will apply * expected outcomes * the identity and role of the person you should report to  1. Identify the problem or the reason/s for planning and executing the ICT project. 2. Develop a project charter, including:  * a preliminary statement of the project scope * a list of objectives * a list of deliverables   4.1 Ask your trainer/ assessor or the authorised person to approve it.   1. Conduct a feasibility study and include the following elements:  * an executive summary * a description of the ICT project * technology considerations * a financial assessment and cost benefit analysis (payback period identified at a minimum) * a list of legal or procedural considerations * an assessment of the potential risks * an assessment as to whether the project will meet organisational needs by solving problems and/or taking advantage of identified opportunities * proposed schedule  1. Submit this business case to relevant person and respond to the feedback.     PART B: You will prepare a project plan for your chosen ICT project in accordance with the project charter. Appropriate language and grammar must be used to explain how the ICT project will be executed.  Appendix B must be used to document the evidence required for assessment.  To meet the assessment criteria:   1. Undertake research to determine:  * additional project requirements * project constraints * project risks  1. Outline the design of the intended system by producing systems modelling documentation. 2. Show how the project is partitioned by preparing a work breakdown structure (WBS) 3. Prepare a work schedule. *Here you will need to refer to your WBS and make reasonable assumptions for estimated duration of activities/tasks to ensure you meant required milestones.* 4. Prepare a budget. *Here you will need to refer to your WBS and make reasonable assumptions for estimated costs associated with time/labour, and any other resources and equipment where applicable.* 5. Summarise your project management strategy in relation to how you will:  * consult with and interview others such as internal and external stakeholders * communicate the project requirements * manage your own and others’ (team members’) performance  1. Collate your project documentation and obtain approval from your trainer/ assessor or other authorised person   PART C: You will select your project team and allocate their duties in accordance with the project plan. Consultation with potential team members or other students is required. Refer to your WBS and project schedule when completing this part.  Appendix C must be used to document the evidence required for assessment.  To meet the assessment criteria:   1. Identify human resource requirements:  * How many staff are required? * What skills, qualifications and experience will they need? * What job roles will be required?  1. Assess potential team members:  * Which team members are suitable – why? * Which team members are unsuitable – why? * What amount and type of training will be required – why? * What amount and type of support will be required – why?  1. Allocate roles and responsibilities as per the WBS 2. Establish team values and behavioural standards by referring to the project scope and consulting with other students:  * What will team members need to know – why? * Who have you delegated to complete each task? – explain your reasoning (e.g. skillset, experience, availability etc.) * How should team members behave – why? * Outline the key team and organisational values the team should uphold, e.g. honesty, transparency, communication etc.  1. Submit this documentation to relevant person and/or Trainer/Assessor and respond to the feedback.   PART D: You will manage the execution of a complex ICT project according to the project plan, charter and agreed team values and behavioural standards under observation. You may be provided further project or organisational related information from your trainer/assessor that you will need to consider when managing the execution of the project.  Appendix D must be used to document the required evidence for assessment.  To meet the assessment criteria:   1. Provide instructions to execute the project: 2. Describe the characteristics of leaders and technical teams:  * explain who each person is and identify team leaders * explain how each person will contribute to project outcomes * describe individual skills and experience * explain how individuals and teams will work together  1. Describe the process of establishing technical teams 2. Outline the project cash flow and budgeting processes 3. Monitor and control the quality of project deliverables:  * make sure the project deliverables are completed within the project specifications * make sure the project deliverables are accepted and signed off * support individuals to meet the agreed objectives and milestones * make changes to processes if individuals are unable to meet the agreed objectives and milestones  1. Monitor and control changes to scope, risks and issues:  * adjust the deadlines to complete work if necessary * delegate where necessary if additional staff are required * meet with team members to discuss potential risks and issues * manage system testing and address potential risks and issues according to the project plan, team charter and agreed team values and behavioural standards   Note, during this part of the assessment, your trainer/ assessor will look for indicators that you can:   * actively listen and contribute to discussions to confirm the requirements * discuss solutions to identified problems * present the project plan to your trainer/ assessor or senior managers and other students * effectively communicate ideas in a logical sequence * recognise and follow implicit and explicit protocols * foster a collaborative culture within your own sphere of influence * facilitate a sense of commitment and cohesion * highlight and use the strengths of team members * actively build formal and informal networks to include key people or communities with expert skills and knowledge * make a range of decisions * take a range of constraints into account when monitoring and testing the system   PART E: You will close and evaluate the complex ICT project in consideration of the project scope.  Appendix E must be used to document the evidence required for assessment.  To meet the assessment criteria:   1. Prepare handover procedures in relation to:  * maintaining the system * supporting the system and/or its users * mandatory requirements in a disaster  1. Evaluate project outcomes against the project goals and write a short word report (1 page max.) that includes:  * evidence that the ICT project was successful * a summary that explains lessons learned from the outcomes of the project * your own *performance appraisal\** * a *performance appraisal\** for at least one team member * ideas and options to address shortcomings   *\* performance appraisals may be submitted as a separate document*   1. Meet with the trainer/ assessor to obtain project sign-off 2. Complete the project closure checklist in Appendix E 3. Analyse expenditure records and reconcile the budget as needed   Complete this assessment by submitting:  PART A:   * one completed Appendix A * one approved project charter * one feasibility study   PART B:   * one approved completed Appendix B * system modelling documentation * a breakdown of work requirements * one completed budget   PART C:   * one completed Appendix C   PART D:   * one completed Appendix D * completed presentation document (power point or similar) that was basis of presentation to stakeholders   PART E:   * one completed Appendix E * three handover procedures * report (post project review) * two performance appraisals *(if submitting separately)*   **Where**  You will be provided some class time to work on this assessment, however, it is expected that the majority of this assessment will be completed outside of class. You need computer and/or laptop to finish this task. Software required for this task depends on the project chosen by you. You are to arrange your own software for this assessment task.  **How**  You will be assessed against the criteria listed in the marking guide and observation checklist in Section B of this task. To achieve a satisfactory result, you will need to address all criteria satisfactorily. | |
| **Conditions for assessment** | |
| * This assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the business development marketing field of work. * This is an individual assessment task. You must not copy the work of others. For more information regarding academic integrity, please refer to RMIT Academic Integrity Guidelines. * Please contact your trainer/ assessor as soon as possible if you are eligible for special allowance or allowable adjustment to this assessment and note that you can seek clarification or guidance from your trainer/ assessor at any time throughout. * You can appeal the assessment decision according to the [*RMIT Assessment Processes*](https://www.rmit.edu.au/content/dam/rmit/documents/about/policy/assessment/assessment-processes.pdf)*.* | |
| **Instructions on submitting assessment evidence** | |
| You will need to submit all completed documentations via Canvas as per the instructions of the assessor. | |
| **Equipment/ resources students must supply (if applicable):** | **Equipment/ resources to be provided by RMIT or the workplace (if applicable):** |
| * Access to a computer, laptop, or mobile device * Internet access if not working on campus * Paper, pen * Course resources on the Learning Hub * Workbooks * Recommended textbooks and the recommended website links | * Appendices A-E * Team profiles or access to individuals and groups or other students to participate in the execution phase (where applicable) |

Appendix A

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| Student name |  |
| Student ID number |  |
| Assessment number | 2 of 3 |
| Assessment title | Scope the activities of a complex information and communications technology (ICT) project. |
| Unit codes and titles | ICTPMG501 – Manage ICT projects (Releases 1) |
| Appendix A must be used to document the evidence required for assessment. | |
| 1. Choose an ICT project:  * you will need to execute the project in PART D * your trainer/ assessor may choose an ICT project on your behalf * seek advice from your trainer/ assessor before you complete this task * describe the ICT project and identify the benefits in Appendix A   *Describe the ICT project you will execute in PART D and identify the potential benefits of the project (50-100 words)*   |  | | --- | | We will be executing an automated recruitment system for Momentum Qualified (MQ). MQ is a recruitment company specializing in ICT staffing and recruitment. The system will streamline the process of matching candidate skills and availability to clients by automating resume and job description analysis. The project will also enable candidates to update their profiles through a secure web portal, reducing manual data entry and making the process faster.  The project will increase efficiency by:  reducing the time recruiters spend on manual matching by having the system be auromated.  improve data accuracy,  enhance security,  enable MQ to secure more placements,  increasing revenue.  It will also support the scalability of their business and provide better candidate engagement. |  1. Investigate, interpret and confirm the requirements in relation to:  * rules, project governance policies and procedures and values that will apply   *Identify at least two rules by name and list the key steps required to ensure compliance – an example of a suitable response is included*   |  |  | | --- | --- | | Rules | Key steps required to ensure compliance | | *ICT rules of use* | *Make sure all systems are password protected*  *Delegate access levels* | | *Australia’s Privacy Act 1988* | *Ensure that all candidate and client data is collected with their informed consent and that they are aware of how their data will be used.* | | *Australian Cyber Security Centre* | *Develop and maintain a detailed incident response plan to address any cybersecurity incidents, such as data breaches or hacking attempts.* |   *Identify at least two project governance policies and procedures you could consider using and list the key steps required to ensure compliance, e.g. project selection process/criteria, line of authority/reporting etc.*   |  |  | | --- | --- | | Project governance policies and procedures | Key steps required to ensure compliance | | *4.3 The approach to project management is based on PMBOK* *the (Project Management Body of Knowledge)* | *Apply the PMBOK strategies and follow the PMBOK format of: Initiating, planning executing, monitoring and closing.* | | *4.5 All projects must be approved by the Project Sponsor.* | *The Project sponsor must be held by a member of the executive board. Ensure that all projects are approved by this person through meetings.* |  * expected outcomes   *Complete the table and include the expected project outcomes – be specific wherever possible*   |  |  | | --- | --- | | *What – what are the expected outcomes:*   * *for the business – what are the key performance indicators?* * *for users – what are the key requirements?* * *for solutions – how should the system behave, what should it do?* * *for reliability, testability, maintainability and availability/ accessibility?* * *for migration – how will the business transition from old systems to a new system?* | *\_for business*  *.* ***Increased Placement Efficiency****: Reduction in the time taken to match candidates with job opportunities (target: same-day matches).*  *.****Revenue Growth****: Increase in the number of weekly permanent and contract placements (4 more permanent and 5 more contract placements per week).*  *\_For users*  *.****Ease of Use****: The system must be simple for recruiters to input job details and candidates to update profiles, ideally taking less than 20 minutes.*  *.****Security****: Users’ personal information must be protected with strong security measures, such as encryption and multi-factor authentication.*  *-for solutions*  *.****Automated Matching****: The system should automatically match candidates to job descriptions based on skills, capabilities, and availability.*  *.****Profile Management****: Allow candidates to create and update their profiles via a web portal.*  *.****Data Validation****: Ensure all input data is validated for accuracy and completeness before being saved.*  *\_for migration*  *.* ***Data Migration****: Existing candidate and job description data from the old system should be securely transferred to the new system.*  *.****Training****: Staff will receive training on how to use the new system, ensuring a smooth transition.* | | *Where – where will you execute the project?* | *The project will be executed* ***remotely****, as the system will be developed and integrated via a* ***web portal*** *on Momentum Qualified's existing website* | | *When – When is the expected closure date?* | *Expected closure date is 14/11/2024* | | *How – what project management methods and tools will you use?* | *The project will utilize the* ***Agile project management methodology*** *to allow for flexibility and iterative development. ensure regular feedback from stakeholders and users, adjustments throughout the process.* | | *Why – what problems and issues will you aim to address by executing the project? Or what opportunities does the project hope to take advantage of?* | *The project aims to address* ***inefficiencies*** *in the current manual recruitment process, where recruiters spend significant time matching candidate skills with job descriptions, leading to* ***delays*** *and* ***lost placements****.* |  * the identity and role of the person you should report to   *Document the name, role and contact details for the person who will own and be accountable for the system once the project is completed.*   |  |  |  | | --- | --- | --- | | Name | Role | Contact details | | *Praxis Barnes* | *Director and founder* | *Discussion on Canvas for this project* | |  |  |  |      1. Identify the problem or the reason/s for planning and executing the ICT project   *What is the purpose of the ICT project – what problems or opportunities will the project address?*   |  |  | | --- | --- | | What is the problem? | How do you know? | | *-Delays in matching candidates* | *It is detailed in the project brief and through discussions with the client.* | |  |  |  1. Develop a project charter including:  * a preliminary statement of the project scope * a list of objectives * a list of deliverables   1. Ask your trainer/ assessor or an authorised person to approve it   *Submit the approved project charter as evidence for assessment.*  Conduct a feasibility study and include the following elements:   * an executive summary * a description of the ICT project * technology considerations * a financial assessment and cost benefit analysis * a list of legal or procedural considerations * an assessment of the potential risks * an assessment as to whether the project will meet organisational needs by solving problems and/or taking advantage of identified opportunities * proposed schedule   *Submit the feasibility study as evidence for assessment.*   1. Submit this business case to relevant person and/or Trainer/Assessor and respond to the feedback | |
| Submit the following documents as evidence for assessment:   * one completed Appendix A * one approved project charter * one feasibility study | |

Appendix B

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| Student name | Charles Mossop |
| Student ID number | S3786763 |
| Assessment number | 2 of 3 |
| Assessment title | Prepare a project plan |
| Unit codes and titles | ICTPMG501 – Manage ICT projects (Releases 1) |
| PART B: You will prepare a project plan for your chosen ICT project in accordance with the project charter. Appropriate language and grammar must be used to explain how the ICT project will be executed.  Appendix B must be used to document the evidence required for assessment. | |
| 1. Undertake research to determine:  * additional project requirements * project constraints * project risks   *Identify at least two information gathering techniques required to determine additional project requirements*   |  |  | | --- | --- | | Information gathering techniques | Key research areas | | **Observation** | Observe recruiters using the current system to identify inefficiencies and areas where automation could improve processes. | | **Document Analysis** | Review existing documents, such as current workflow processes, candidate data, and recruitment reports, to identify inefficiencies and additional system needs. | | **Interviews** | Conduct interviews with key stakeholders (e.g., recruiters, IT staff, and Praxis Barnes) to gather insights into system needs, pain points, and specific functionality requirements. |   *Identify at least information gathering techniques required to determine project constraints*   |  |  | | --- | --- | | Information gathering techniques | Key research areas | | **Stakeholder Interviews** | Speak with project sponsors, clients, and team members to identify limitations related to budget, timeline, and resource availability. | | **Workshops** | Conduct workshops with key stakeholders to collaboratively identify and clarify constraints in areas like scope, time, and cost. |   *Identify at least two information gathering techniques required to determine project risks*   |  |  | | --- | --- | | Information gathering techniques | Key research areas | | **SWOT Analysis** | Conduct a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to identify internal and external risks that could affect the project’s success. | | Risk Workshops | Gather key stakeholders and project team members to brainstorm and identify potential risks, assess their impact, and prioritize mitigation strategies. |  1. Outline the design of the intended system by producing system modelling documentation.   *Submit a minimum of at least one system modelling documentation as evidence for assessment. Examples could include: Storyboard, Wireframe, Any UML diagrams (Use Case, Class), Entity Relationship Diagram, Data flow diagram*     |  | | --- | |  |   Show how the project is partitioned by preparing a work breakdown structure (WBS)  *Submit the breakdown of work requirements as evidence for assessment.*  The project is broken up into the following structure:   1. **1. Project Initiation**   1.1 Define project scope  1.2 Identify stakeholders  1.3 Develop project charter  1.4 Assign project team and roles   1. **2. Requirements Gathering**   2.1 Conduct stakeholder interviews  2.2 Analyze current recruitment processes  2.3 Document system requirements  2.4 Review and finalize requirements with stakeholders   1. **3. System Design**   3.1 Develop system architecture  3.2 Create wireframes and UI design  3.3 Define data model and database structure (ERD)  3.4 Design use case and class diagrams (UML)   1. **4. Development**   4.1 Frontend development (Web portal for candidates and recruiters)  4.2 Backend development (Database, job matching algorithm)  4.3 API integration with Salesforce  4.4 Security implementation (Data encryption, access control)   1. **5. Testing**   5.1 Unit testing  5.2 Integration testing  5.3 User acceptance testing (UAT)  5.4 Security testing   1. **6. Deployment**   6.1 Set up hosting environment  6.2 Migrate data from old system  6.3 Deploy system to live environment  6.4 Conduct final system checks and testing   1. **7. Training and Support**   7.1 Train recruiters and administrators on system usage  7.2 Create user manuals and documentation  7.3 Provide technical support post-launch   1. **8. Project Closure**   8.1 Final project review with stakeholders  8.2 Handover to system owner (Praxis Barnes)  8.3 Archive project documentation  8.4 Obtain final approval and sign-off   1. Prepare a work schedule using the table below or similar.   *Add additional lines if required and list actions in the correct sequence.*    Prepare a budget  *Here you will need to refer to your WBS and make reasonable assumptions for estimated costs associated with time/labour, and any other resources and equipment where applicable.*  *Submit the budget as evidence for assessment.*  *Budget linked in file (budget.csv)*   1. Summarise the project management strategy in relation to how you will:  * consult with and interview others such as internal and external stakeholders * communicate the project requirements * manage your own and others’ performance  |  | | --- | | ***Consulting with and Interviewing Stakeholders****:*   * ***Internal Stakeholders****: Regular meetings with recruiters, IT staff, and system administrators will be scheduled to gather input and refine system requirements* * ***External Stakeholders****: Periodic consultations with external clients, candidates, and Salesforce integration partners will ensure the system aligns with industry standards and user expectations.*   ***Communicating Project Requirements****:*   * ***Documentation****: Detailed project requirements will be documented and shared with all stakeholders, ensuring transparency. This includes a project charter, system requirements document, and weekly progress reports.* * ***Regular Updates****: Project progress will be communicated through weekly status meetings, email updates, and a shared project management tool, allowing for real-time visibility and feedback.*   ***Managing Own and Others' Performance****:*   * ***Agile Sprints****: The project will follow an Agile methodology, breaking down tasks into manageable sprints. Progress will be tracked against specific goals,* * ***Performance Tracking****: Regular performance reviews will be conducted, Feedback loops will be established to ensure continuous improvement and resolve any issues promptly.* |  1. Collate your project documentation and obtain approval from your trainer/ assessor or other authorised person   *Use the space below for your trainer/assessor or other authorised person signature of approval.*   * *Email approval can be accepted with the provision that copies of the documentation has been attached to the approval email to indicate the documents that were approved.* * *If hand written signature is used, then this must include a date, and all supporting documentation require a initials on each page.*  |  | | --- | |  | | |
| Submit the following documents as evidence for assessment:   * one approved completed Appendix B * system modelling documentation * a breakdown of work requirements * one completed budget | |

Appendix C

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| Student name | Charles Mossop |
| Student ID number | s378673 |
| Assessment number | 2 of 3 |
| Assessment title | Determine the project team and duties |
| Unit codes and titles | ICTPMG501 – Manage ICT projects (Releases 1) |
| PART C: You will select your project team and allocate their duties in accordance with the project plan. Consultation with potential team members or other students is required.  Appendix C must be used to document the evidence required for assessment. | |
| 1. Based on the work breakdown in Appendix B, identify human resource requirements:  * How many staff are required? * What skills, qualifications and experience will they need? * What job roles will be required?  |  |  | | --- | --- | | How many staff are required? | 4 | | What skills, qualifications and experience will they need? | Front end and back end experience. Experience working with databases, ICT skills. Expertise in analysing and testing and communication skills. | | What job roles will be required? | Web Developer, Business analyst, Test analyst, Database/backend developer. |  1. Assess potential team members:  * Which team members are suitable – why? * Which team members are unsuitable – why? * Which team members are available for the duration of the project? * What amount and type of training will be required – why? * What amount and type of support will be required – why?   To complete this part of the assessment, you will need to review team member profiles provided by your trainer/ assessor or consider the suitability of other students. Base your assessment on criteria that relate to human resource and project solution requirements (project scope).  Add additional lines if required.   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Potential team members | Role | Suitable | | Available | | Explain why each person is suitable/ unsuitable | | Names |  | Yes | No | Yes | No | For example, no experience – at least two years is required | | Julieta Petran | Full stack Web developer |  |  |  |  | Julieta's experience in both frontend and backend development makes her ideal to lead the development of the project. | | Toygar Viteri | Toygar Viteri |  |  |  |  | Toygar’s expertise in communication, stakeholder analysis, and business process modelling will ensure that the project aligns with business requirements. | | Anna todero | Test analyst |  |  |  |  | Anna's eight years of experience make her highly qualified to manage all testing phases, including regression testing, UAT, and bug tracking. She can ensure the system functions properly and meets all requirements. | | Venetia Blaha | Database Developer |  |  |  |  | She can develop and maintain data integrity across systems, ensuring smooth data migration and performance | | MaximilianoRider | Front end developer |  |  |  |  | Maximiliano is a front-end developer, but this project requires full stack capabilities or a backend focus in addition to front-end development. Since Julieta Petran can cover both, Maximiliano’s skills were redundant. | | Raja Langley | Back-end Web Developer |  |  |  |  | Raja’s back-end expertise is valuable, but Venetia Bláha has broader database and backend skills, making Raja less necessary for this project. Julieta also has backend experience to cover the essential aspects. | | Zaynab Rinne | Business Analyst |  |  |  |  | Zaynab’s part-time availability is less ideal compared to Toygar Viteri, who is available full-time. Given that the business analysis role is critical throughout the entire project, full-time availability is preferable. | | Otso Jonsson | Test Analyst |  |  |  |  | Otso has only three years of experience compared to Anna Todaro’s eight years. Anna's deeper experience makes her more suitable to handle complex testing, including UAT and regression testing. | | Orietta Knopf | Salesforce Developer |  |  |  |  | Orietta’s availability of only 16 hours per week may not be sufficient for the Salesforce integration tasks. Additionally, her skillset is very specific to Salesforce | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |     Identify training and support requirements – include the amount and type and explain why training and support is required.   |  | | --- | | Julieta Petran: Salesforce Integration training (1-2 weeks), ongoing Salesforce API support.  Togar Viteri: Agile project management training (1 week), project management tool support.  Anna Todaro: Automated testing tools training (1 week), ongoing test documentation updates.  Venetia Blaha: Cloud database management training (1 week), database security support.  Training and support are required to fill knowledge gaps in specific areas (Salesforce, Agile, cloud database management) and to ensure team members are up to date on tools and methodologies relevant to the project. This ensures smooth implementation, reduces errors, and enhances team efficiency. |  1. Allocate roles and responsibilities   This should cover the key tasks you assigned in the WBS. Refer to the WBS by task number.   |  |  | | --- | --- | | Names | Roles and responsibilities | | Julieta Petran | |  | | --- | | - Lead system design and architecture (WBS 3.1, 3.2) |  |  |  | | --- | --- | |  | - Frontend and backend development (WBS 4.1, 4.2) |  |  |  | | --- | --- | |  | - Implement security (WBS 4.4) |  |  |  | | --- | --- | |  | - Oversee final deployment (WBS 6.3) | | | Toygar Viteri | |  | | --- | | - Lead requirements gathering and documentation (WBS 2.1, 2.3, 2.4) |  |  |  | | --- | --- | |  | - Liaison with stakeholders |  |  |  | | --- | --- | |  | - Manage User Acceptance Testing (UAT) (WBS 5.3) | | | Anna Todaro | |  | | --- | | - Lead testing phases (unit, integration, security) (WBS 5.1, 5.2, 5.4) |  |  |  | | --- | --- | |  | - Document test cases and manage test logs |  |  |  | | --- | --- | |  | - Collaborate with developers to resolve bugs | | | Venetia Bláha | |  | | --- | | - Design database and data model (WBS 3.3) |  |  |  | | --- | --- | |  | - Lead Salesforce integration (WBS 4.3) |  |  |  | | --- | --- | |  | - Oversee data migration (WBS 6.2) | |   Establish team values and behavioural standards by referring to the project scope and consulting with other students:   * What will team members need to know – why?  |  | | --- | | Team members need to know the importance of clear communication, accountability, and quality standards to ensure project success. Open communication helps keep everyone aligned, while accountability ensures that each person takes responsibility for their tasks. High-quality work is crucial to meeting the project’s goals, and adaptability is necessary to handle challenges or changes in scope. Respectful collaboration and professionalism are key to fostering a positive team environment, enabling the project to progress smoothly. |  * Who have you delegated to complete each task? – explain your reasoning (e.g. skillset, experience, availability etc.)  |  | | --- | | I have delegated Julieta Petran to handle system design, development, and security due to her full stack expertise.  Toygar Viteri will lead stakeholder communication and requirements gathering, as well as coordinate UAT, given his strong business analysis skills and full-time availability.  Anna Todaro is responsible for testing, as her extensive experience ensures the system will be thoroughly tested.  Venetia Bláha will manage database design, Salesforce integration, and data migration, leveraging her 10 years of experience in database development. Each team member is assigned based on their specific skills, experience, and availability. |      * How should team members behave – why?  |  | | --- | | Team members should behave with professionalism, maintaining open communication, accountability, and respect for each other’s roles and responsibilities. Collaboration is key, as everyone needs to contribute ideas and feedback to ensure the project progresses smoothly. Accountability ensures tasks are completed on time and at a high standard, while adaptability is essential to manage any challenges or changes. Respect fosters a positive working environment, where each team member feels valued and motivated. These behaviors ensure efficient teamwork, high-quality results, and alignment with the project’s goals. |  * Outline the key team and organisational values the team should uphold, e.g. honesty, transparency, communication etc.  |  | | --- | | Honesty: Team members should be open and truthful about progress, challenges, and expectations to foster trust within the team.  Transparency: Clear communication regarding task status, decisions, and project developments should be maintained to keep everyone aligned and informed.  Collaboration: Team members should actively contribute and support one another, sharing knowledge and working together towards the project’s goals.  Accountability: Each person must take ownership of their responsibilities and deliver work to the best of their ability, meeting deadlines and quality standards.  Respect: Everyone’s ideas, time, and efforts should be valued, creating a positive and professional environment where team members feel appreciated.  Adaptability: The team should be flexible and open to change, able to adjust plans and processes when necessary to meet project demands. |  1. Submit this documentation to relevant person and/or Trainer/Assessor and respond to the feedback. | |
| Submit the following documents as evidence for assessment:   * one completed Appendix C | |

Appendix D

|  |  |
| --- | --- |
| Student name |  |
| Student ID number |  |
| Assessment number | 2 of 3 |
| Assessment title | Execute a project |
| Unit codes and titles | ICTPMG501 – Manage ICT projects (Release 1) |
| PART D: You will manage the execution of a complex ICT project according to the project plan, charter and agreed team values and behavioural standards under observation. You may be provided further project or organisational related information from your trainer/assessor that you will need to consider when managing the execution of the project.  Note, during the assessment, your trainer/ assessor will look for indicators that you can:   * actively listen and contribute to discussions to confirm the requirements * discuss solutions to identified problems * present the project plan to your trainer/ assessor or senior managers and other students * effectively communicate ideas in a logical sequence * recognise and follow implicit and explicit protocols * foster a collaborative culture within your own sphere of influence * facilitate a sense of commitment and cohesion * highlight and use the strengths of team members * actively build formal and informal networks to include key people or communities with expert skills and knowledge * make a range of decisions * take a range of constraints into account when monitoring and testing the system   Appendix D must be used to document the evidence required for assessment. | |
| *During the execution process, document your actions in the table provided. Each time you undertake monitoring, and each time you manage teams or individuals, document the date, what you did and the reason.*   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Execution start date:   |  | | --- | | 22/7/2024 | |  | | | Execution end date:   |  | | --- | | 14/11/2024 | |  | | | Date | Action | Reason | | *01/08/2024* | *Held project kickoff meeting* | *To align team members with project goals, roles, and deadlines, ensuring everyone understands the project scope and initial tasks.* | | *15/08/2024* | *Reviewed requirements document with Toygar (Business Analyst)* | *To ensure all stakeholder requirements were accurately documented and clarify any unclear requirements before development starts.* | | *18/09/2024* | *Resolved testing bottleneck with Anna (Test Analyst)* | *Anna needed guidance prioritizing critical tests due to a backlog; re-prioritizing test cases improved workflow and reduced delays.* | | *02/10/2024* | |  | | --- | |  |  |  | | --- | | *Led planning session with team* | | *To prepare the team for user acceptance testing, establishing expectations, test goals, and responsibilities for upcoming phases.* | | *20/10/2024* | *Reviewed data migration test with Venetia (Database Developer)* | *To verify data integrity after migration, checking that there were no data losses and ensuring proper data structure in the new system.* | | *05/11/2024* | *Held final project review and feedback session* | *To gather team feedback, celebrate achievements, and review any improvements for project wrap-up, preparing for the formal closure.* | |  |  |  |   *Record changes to scope, risks and issues that occurred throughout the execution period. Include details of how you tested the system and mitigated any risks to ensure the project remained on track, e.g. testing the behaviour, functionality and integrity of the system. Document any key outcomes from the tests.*   |  | | --- | | ***Staff unavailability(11/10/2024:***  ***Toygar Viteri (Business Analyst)****: Since Toygar is unavailable,* ***Zaynab Rinne*** *(also a Business Analyst) can be onloaded in to take over his responsibilities.*  *.Risk of Delayed Testing Due to Fewer Resources*  ***New Deadline (11/10/2024)****:*  *Praxis Barnes requested an earlier completion date (two weeks sooner), the new deadline will be* ***October 31, 2024****.*  ***Adjust Project Phases****:*   * ***Condense Development and Testing Phases****: Focus on high-priority features and core functionality. Some tasks may need to run at the same time to save time.* * ***Reduce Testing Duration****: Conduct tests in a shorter timeframe and ensure critical stakeholders are available for immediate feedback.* * ***Minimize Documentation and Additional Features****: Prioritize essential documentation and defer any optional or less critical features to focus on core deliverables.*   *.Risk of Incomplete Salesforce Integration* | |  | | |
| Submit the following documents as evidence for assessment:   * one completed Appendix D * completed presentation document (power point or similar) that was basis of presentation to stakeholders | |

Appendix E

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| --- | --- |
| Student name | Charles Mossop |
| Student ID number | S3786763 |
| Assessment number | 2 of 3 |
| Assessment title | Close a project |
| Unit codes and titles | ICTPMG501 – Manage ICT projects (Releases 1) |
| PART E: You will close and evaluate the complex ICT project in consideration of the project scope.  Appendix E must be used to document the evidence required for assessment. | |
| 1. Prepare handover procedures in relation to:  * maintaining system integrity * addressing system problems * mandatory requirements in a disaster   *Submit your procedures (three in total) as evidence for assessment.*  ***~ProjectHandovers.docx***  2. Evaluate project outcomes against the project goals and write a short word report (1 page) that includes:   * evidence that the ICT project was successful * a summary that explains what you learned * a list of actions you would complete differently * your own *performance appraisal\** * a *performance appraisal\** for at least one team member * ideas and options to address shortcomings of project success   ~ProjectReport.docx  *Submit your report as evidence for assessment.*  *\* performance appraisals may be submitted as a separate document*   1. Meet with the trainer/ assessor to obtain project sign-off  |  |  |  |  | | --- | --- | --- | --- | | Trainer/ assessor name:   |  | | --- | |  | | Trainer/ assessor signature:   |  | | --- | |  | |   Date:   |  | | --- | |  |  1. Complete the project closure checklist   *Complete at least ten tasks in the checklist to close the project.*   |  |  |  |  | | --- | --- | --- | --- | | # | Task | Done | Date | | 1 | Completed any outstanding tasks |  | 26/10/2024 | | 2 | Completed any pending deliverables |  | 26/10/2024 | | 3 | Identified and documented all outstanding issues |  | 26/10/2024 | | 4 | Assigned unresolved issues to relevant resources |  | 26/10/2024 | | 5 | Obtained project sign-off |  | 26/10/2024 | | 6 | Paid all invoices |  | 15/10/2024 | | 7 | Held lessons learned meeting with the team |  | 26/10/2024 | | 8 | Communicated project’s closure with the stakeholders |  | 27/10/2024 | | 11 | Gathered all project metrics |  | 27/10/2024 | | 12 | Documented lessons learned |  | 29/10/2024 | | 13 | Archived information in project repository |  | 30/10/2024 | | 14 | Stored all hard copies in designated areas |  | 30/10/2024 | | 15 | Released project team |  | 30/10/2024 | | 16 | Closed the project formally |  | 31/10/2024 | | 17 | Celebrated success |  | 31/10/2024 |  1. Analyse expenditure records and reconcile the budget as needed   *Add additional lines if required.*   |  |  |  |  | | --- | --- | --- | --- | | Budgeted costs | Reconciled | | Identify the total amount of spending for each category | | Categories  *Include categories included in the budget* | Yes | No | Expenditure records should be submitted as evidence of assessment where applicable | | *Project initiation* |  |  | *$2,000* | | *Requirements gathering* |  |  | *$1,500 -under budget!* | | *System deign* |  |  | *$3,000* | | *Development* |  |  | *$20,000* | | *Testing* |  |  | *$5,000* | | *Migration* |  |  | *$1,000* | | *Training and support* |  |  | *$3,000* | | *Post Launch Support* |  |  | *$15,000* | | *Staff Salaries* |  |  | *$128,000* | |  |  |  |  | |  |  |  |  | |  |  |  |  | | |
| Submit the following documents as evidence for assessment:   * one approved completed Appendix E * three handover procedures * report (post project review) * two performance appraisals (\*only if submitting separately) * expenditure records (where applicable) | |

Section B – **Marking guide**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria for Assessment** | | **Satisfactory** | | **Comments** |
| **Y** | **N** |
| PART A: To complete this part of the assessment, you will need to define which activities are required to undertake a complex ICT project. ICT projects solve problems and develop new opportunities in the information and communication technology industry. | |  |  | *Appendix A must be used to document the evidence required for assessment* |
| *1* | Choose an ICT project:   * you will need to undertake the planning, establish the team, manage the execution of the project, and coordinate the closure in PART(s) B - E * your trainer/ assessor may choose an ICT project on your behalf * seek advice from your trainer/ assessor before you complete this task * describe the ICT project and identify the benefits in Appendix A |  |  |  |
| *2* | Investigate, interpret and confirm the requirements in relation to:   * rules, project governance policies and procedures and values that will apply * expected outcomes * the identity and role of the person you should report to |  |  |  |
| *3* | Identify the problem or opportunity (the reason/s) for planning and executing the ICT project |  |  |  |
| *4* | Develop a project charter including:   * a preliminary statement of the project scope * a list of objectives * a list of deliverables |  |  |  |
| *4.1* | Ask your trainer/ assessor or the authorised person to approve it |  |  |  |
| *5* | Conduct a feasibility study and include the following elements:   * an executive summary * a description of the ICT project * technology considerations * a financial assessment and cost benefit analysis (payback period identified at a minimum) * a list of legal or procedural considerations * an assessment of the potential risks * an assessment as to whether the project will meet organisational needs by solving problems and/or taking advantage of identified opportunities * proposed schedule |  |  |  |
| 6 | Submit this documentation to relevant person and/or Trainer/Assessor and respond to the feedback. |  |  |  |
| PART B: You will prepare a project plan for your chosen ICT project in accordance with the project charter. Appropriate language and grammar must be used to explain how the ICT project will be executed. | |  |  | *Appendix B must be submitted as evidence for assessment* |
| *1* | Undertake research to determine:   * additional project requirements * project constraints * project risks |  |  |  |
| *2* | Outline the design of the intended system by producing systems modelling documentation |  |  |  |
| *3* | Prepare a work breakdown structure (WBS) that:   * Identifies how the project partitioning on the basis of intended system development life cycle * Takes into consideration the risks identified in Part B 1 |  |  |  |
| *4* | Prepare a work schedule  Use the work schedule in Appendix B |  |  |  |
| *5* | Prepare a budget  Students should refer to WBS and accordingly prepare a budget for the project. |  |  |  |
| *6* | Summarise the project management strategy in relation to how you will:   * consult with and interview others such as internal and external stakeholders * communicate the project requirements * manage your own and others’ (team members’) performance |  |  |  |
| *7* | Collate your project documentation and obtain approval from your trainer/ assessor or other authorised person |  |  |  |
| PART C: You will select your project team and allocate their duties in accordance with the project plan | |  |  | *Appendix C must be used to document the evidence required for assessment*  *The student must demonstrate that they have consulted with potential team members or other students*  *For example, by identifying parties to the consultation in Appendix C* |
| *1* | Identify human resource requirements:   * How many staff are required? * What skills, qualifications and experience will they need? * What job roles will be required? |  |  |  |
| *2* | Assess potential team members:   * Which team members are suitable – why? * Which team members are unsuitable – why? * What amount and type of training will be required – why? * What amount and type of support will be required – why? |  |  |  |
| *3* | Allocate roles and responsibilities |  |  |  |
| *4* | Establish team values and behavioural standards by referring to the project scope and consulting with other students:   * What will team members need to know – why? * Who have you delegated to complete each task? – explain your reasoning * How should team members behave – why? * Outline the key team and organisational values the team should uphold |  |  |  |
| *5* | Submit this documentation to relevant person and/or Trainer/Assessor and respond to the feedback. |  |  |  |
| PART D: You will execute a complex ICT project according to the project plan, charter and agreed team values and behavioural standards under observation.  During the assessment, your trainer/ assessor will look for indicators that you can:   * actively listen and contribute to discussions to confirm the requirements * discuss solutions to identified problems * present the project plan to your trainer/ assessor or senior managers and other students * effectively communicate ideas in a logical sequence * recognise and follow implicit and explicit protocols * foster a collaborative culture within your own sphere of influence * facilitate a sense of commitment and cohesion * highlight and use the strengths of team members * actively build formal and informal networks to include key people or communities with expert skills and knowledge * make a range of decisions * take a range of constraints into account when monitoring and testing the system | |  |  | *Appendix D must be used to document the evidence required for assessment*  *The trainer/ assessor must observe the student completing all tasks outlined below in this marking guide*  *The trainer/ assessor must confirm the student provided instructions in accordance with the project plan, charter and agreed team values and behavioural standards*  *The student must demonstrate that they can identify and analyse technology solution models and frameworks*  *For example:*   * *by identifying and justifying ICT solutions and project management approaches* * *by identifying and describing project management stages and ICT solutions* |
| *1* | Provide instructions to execute the project |  |  |  |
| *1.1* | Describe the characteristics of leaders and technical teams:   * explain who each person is and identify team leaders * explain how each person will contribute to project outcomes * describe individual skills and experience * explain how individuals and teams will work together |  |  |  |
| *1.2* | Describe the process of establishing technical teams |  |  |  |
| *1.3* | Outline the project cash flow and budgeting processes |  |  |  |
| *2* | Monitor and control the quality of project deliverables:   * make sure the project deliverables are completed within the project specifications * make sure the project deliverables are accepted and signed off * support individuals to meet the agreed objectives and milestones * make changes to processes if individuals are unable to meet the agreed objectives and milestones |  |  |  |
| *3* | Monitor and control changes to scope, risks and issues:   * adjust the deadlines to complete work if necessary * delegate where necessary if additional staff are required * meet with team members to discuss potential risks and issues * address potential risks and issues according to the project plan, team charter and agreed team values and behavioural standards |  |  |  |
| PART E: You will close and evaluate the complex ICT project in consideration of the project scope. | |  |  | *Appendix E must be used to document the evidence required for assessment* |
| *1* | Prepare handover procedures in relation to:   * maintaining the system * supporting the system and/or users of the system * mandatory requirements in a disaster |  |  |  |
| *2* | Evaluate project outcomes against the project goals and write a short word report (1 page max.) that includes:   * evidence that the ICT project was successful * a summary that explains what you learned * a list of actions you would complete differently * your own *performance appraisal* * a *performance appraisal* for at least one team member * ideas and options to address shortcomings |  |  |  |
| *3* | Meet with the trainer/ assessor to obtain project sign-off |  |  |  |
| *4* | Complete the project closure checklist in Appendix E |  |  |  |
| *5* | Analyse expenditure records and reconcile the budget as needed |  |  |  |

Section C **– Feedback to Student**

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| --- | --- | --- | --- |
| **Has the student successfully completed the task?** | | Yes No | |
|  | |  |  |
| **Feedback to student:** | | | |
|  | | | |
| **Assessor Name** | **Date** | | |