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| Assessment Title | Closeout |

## Competency Details

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| Unit code/s and title/s | ICTPMG505 Manage ICT project |
| Qualification code/s and title/s | [ICT50220](https://training.gov.au/Training/Details/ICT50220) - Diploma of Information Technology |
| Business unit/Work group | Business and Arts/IT Studies |

## Instructions

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| Method/s of assessment | Questioning (Written) |
| Overview of assessment | Students must be enrolled in, or have previously completed the subject WEB5C2EWD ( ICTWEB514 & ICTDBS507 )  The Project Scenario is based on the scenario from the subject WEB5C2EWD   * This assessment has two submission uploads as indicated in LEARN. * The components of the assessment replicate the project documentation typical of a project’s Closeout phase within the ICT industry. * Checklists are provided on Learn for each submission to define for assessors and students the criteria that is being used for assessment * The templates must be used * The assessment is manually marked, and feedback provided on Learn. * This is an unsupervised assessment. |
| Task/s to be assessed | This assessment is assessed over two (2) assessment submissions:  Part 1 Closeout Documentation   * Recommend Hosting and eCommerce Support Plans. * Identify website maintenance * Document disaster recovery plans. * Upload acceptance and sign off documents. * Create a backup of the project documents   Part 2 Finalisation Report   * Create a Finalisation Report - using the Finalisation Report Template |
| Time allowed | Refer to your schedule for submission dates |
| Location of assessment | Assessment can be completed anywhere with access to the resources required. (see Resources Required section below) |
| Decision making rules | To receive a satisfactory outcome for this assessment you must complete all parts correctly.  Word counts are provided as guidance only. |
| Assessment conditions | This assessment must be undertaken where the conditions replicate noise levels and interruptions that people typically experience working in the ICT industry.  This is an unsupervised assessment and you may access any required resources.  This is not group work and must be completed as an individual.  All assessment submissions must be via Learn, email submissions will not be accepted |
| Resources required | Students must be enrolled in, or have previously completed the subject WEB5C2EWD ( ICTWEB514 & ICTDBS507 )  The Project Scenario is based on the scenario from the subject WEB5C2EWD  The following templates and assessment resources are available from LEARN and must be used:   * Finalisation Report (Template) * A copy of the acceptance and/or sign off document acquired in WEB5C2EWD - Part V - Website Demo and Documentation Resources   To complete this assessment, you will require the following:   * Access to Learn with Internet access * Learn resources * Word processing software such as Microsoft Word. |
| Result notification and reassessment information | You will be provided feedback and the result for your assignment on TAFESA Learn. You will be and given the chance to resubmit with required corrections only once.  Refer to the TAFE SA assessment policy for more information <https://www.tafesa.edu.au/apply-enrol/before-starting/student-policies/assessment> |

Closeout Activities and Documentation

## Part 1 - Closeout Documentation

Answer questions associated with:

1. Recommending Hosting and eCommerce Support Plans.
2. Identify website maintenance
3. Document disaster recovery plans.
4. Upload acceptance and sign off documents.
5. Create a backup of the project documents

Recommending Hosting and eCommerce Support Plans

**Scenario:**

The client has informed you that they want to consider an independent hosting site for their website. Evaluate and compare two (2) commercial web hosting services from different organisations that are able to host the site you have created. The client is happy with PayPal API at the moment, but this may change in the future. The client wants the site hosted in Australia. At the end of the report, include any information that influenced your recommendation and make a clear recommendation to the client – they are relying on your suggestion.

In your comparison include the following components:

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| --- | --- | --- |
| Host name and URL | Hosing Australia <https://hosting-australia.com/> | <https://www.crucial.com.au/>  **Crucial** |
| Hosting Option ( shared/VPS/dedicated) | VPS, Dedicated | VPS |
| Compatibility with website technology: |  |  |
| * Compatibility with PHP (list ver/release options) | PHP 7.4 default, supports 5-8 | 7+ |
| * Compatibility with MySQL(list ver/release options) | Mysql 8.0 | 10.6.10 maria db. Mysql is supported but unknown |
| * Compatibility with external API for Paypal | Yes | Yes |
| * SSL certificates | Yes | Yes |
| * Other important technology being offered | Email hosting using Microsoft 365 |  |
| Support and services |  |  |
| * Backup frequency& additional charges ( manual/automatic/duplicated site) | Included | $40 per site |
| * Customer support hours for Live chat and Phone | 1300 761 930, email/ticket-24hr | 1300 884839-24/7, ticketing - 24/7 |
| * Uptime | 99.9% | 99.9% |
| * Other important services being offered |  |  |
| Location of servers | Melbourne, Sydney, Adelaide Brisbane, Airlie Beach | Sydney |
| Contract terms and conditions | <https://hosting-australia.com/terms-conditions-policies/> | <https://www.crucial.com.au/terms-of-service/> |
| Annual or monthly fee: | $ 18.5 month | $ 25.90/month |
|  |  |  |

Additional information that influenced the recommendation

Optional

Recommendation statement:

The recommendation for Old Mates is to use the provider Hosing Australia as there are slightly cheaper and also include a website backup in the price, they also offer mail hosting if that ever becomes necessary, they also support the latest versions of Mysql and PHP along with compatibility with PHP.

## Website Maintenance Plan

The client wants to be informed of any maintenance that should be performed on the website and database:

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| Maintenance activity title | Brief description | Frequency / trigger |
| Backups | Provide regular backups of the full websites, HTML, PHP, JS, images, Database | Monthly or when a large change is implemented |
| Performance Optimisation | Optimising SQL calls, reducing unneeded CSS or JS, reducing image sizes/resolutions | Every 2-3 month, or when users provide feedback on slow loading times |
| Data scrubbing | Ensuring all data stored is required, removing redundant data, and removing any errors/corrupted data | 3-6 months, when products are updated, when customers provide feedback on issues |

## Disaster recovery

Choose a appropriate host.

The client is concerned with business continuity after an unintentional file deletion, or the malicious attack of a cyber criminal. Review the hosting sites options for security and disaster recovery. This includes reviewing their security offerings and how they will get you back online if a disaster strikes. Some hosting sites will charge extra for additional security, backups, and hot sites. Evaluate the options that are available from your recommended host and provide a disaster recovery plan with recommendation.

### Host Security services associated with cyber protection

* services provided
  + 24/7 support teams
  + Malware removal
  + File Change Monitoring
* response times
  + critical support available on call, server attacks like DDOS protection is instant on the $45 plan
* additional fees
  + $19-$45/month

### Host Services associated with backup and restore

* services provided eg location of backup host site , type of backup
  + off server backup
* response times/frequency of backup
  + Incremental backups every 24 hrs
  + Daily backups up to 21 days.
* additional fees
  + none
  + fees will be incurred for data recovery

### Recovery response plan

Based on your recommended Host’s services: List the tasks and actions required to be performed to recover from a disaster event

|  |  |  |
| --- | --- | --- |
| Disaster | Host tasks and actions | Website owner task and actions |
|  |  |  |
| Recovery from a cyber attack – no customer data lost | Providing website backup files | Instantiating backup site provided by hosting Australia |
| Recovery from a cyber attack – customer data lost | Hosting Australia does not provide data for free, cost dependant on severity.  Provide data stored in server | Instantiating backup site provided by hosting Australia, use self-backed up data if available |
| Unintentional destruction of website files or database | Hosting Australia does not provide data for free, cost dependant on severity.  Provide data stored in server | Instantiating backup site provided by hosting Australia, use self-backed up data if available |

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## Acceptance and Sign-off

Upload a copy of the acceptance and/or sign off document acquired in WEB5C2EWD - Part V - Website Demo and Documentation