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| Assessment Title | Assignment 3: Action Plan |

## Competency Details

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| Unit code/s and title/s | ICTICT517 - Match ICT needs with the strategic direction of the organisation |
| Qualification code/s and title/s | 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)  Product (Written Email) |
| Overview of assessment | This assessment will require you to demonstrate your ability to read the Work Breakdown Structure and develop an Action Plan. You will be also required to interpret numerical data provided and apply mathematical calculations to undertake a Cost Benefit Analysis. |
| Task/s to be assessed | This assessment will require you to complete the following tasks  Task 1: Develop an action plan  Task 2: Undertake cost-benefit analysis  Task 3: Seek Approval  **Note: This Assignment is in continuation of the Assignment 2: Change Management Plan** |
| 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 unsupervised assessment, and you may access any required resources.  This is not group work and must be completed as an individual. |

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| Resources required | To complete this assessment, you will require the following:   * Access to Learn with Internet access * Learn resources * Word processing software such as Microsoft Word. * Email software such as Microsoft Outlook * International Technical Institute\_ Documents.zip   + International Technical Institute\_Business Scenario   + International Technical Institute\_Project Management policy and procedures   + Work Practices & Communication (File: International Technical Institute\_Work Practices & Communication) * Assignment 1: Business Strategy and ICT gaps (ICT System Recommendation Report) * Assignment 2: Change Management Plan   You can complete on your own computer or laptop if you are able to source the above requirements. |
| 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> |

**Task 1: Develop an action plan**

For this task you are required to develop an action plan to implement the changes in the ICT Systems Recommendation Report and the Change Management Plan you have developed previously as well as the business scenario (File: International Technical Institute\_Business Scenario) as a guide.

You also need to follow organisational project management policy and procedures (File: International Technical Institute\_Project Management policy and procedures) and Project Guidelines (File: International Technical Institute\_Project Guidelines) to complete the task.

You should implement the Action Plan using the following organisational template which is a component of the organisations Project Management Policy and procedures.

**Action Plan**

**Project Name: Implement Microsoft 365**

**Project Manager: Andre Alexandrov**

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| **Action** | **Responsibility** | **Timeline** | **Implementation Resources** | **Completed (Y/N)** |
| Initiate Project | CEO | 24/07/2023-24/07/2023 | Microsoft Outlook  CEO | Yes |
| Consultation | CEO  Project Team | 24/07/2023-24/07/2023 | Skype for Business  OneNote  CEO  Project Team  Technicians | Yes |
| Meeting with CEO   * Define the project goals and objectives * Define your project | Andre Alexandrov  CEO | 24/07/2023-24/07/2023 | Skype for Business  OneNote  Andre Alexandrov  CEO  Technicians | Yes |
| Report via email to ICT Supervisor – Gap Analysis | Andre Alexandrov  ICT Supervisor | 25/07/2023-25/07/2023 | Microsoft Outlook  Andre Alexandrov  ICT Supervisor | Yes |
| Identify the right applications | Technicians | 25/07/2023-26/07/2023 | Internet  Microsoft-Word  Technicians | Yes |
| Select the platform and the Subscription | Technicians | 27/07/2023-27/07/2023 | Internet  Microsoft-Word  Technicians | Yes |
| Select the cloud computing service provider | Technicians | 28/07/2023-28/07/2023 | Internet  Microsoft-Word  Technicians | Yes |
| Meeting with Cloud Services Provider | Technicians  Cloud Service Provider | 31/07/2023-31/07/2023 | Skype for Business  Technicians  Cloud Service Provider | Yes |
| Determine and create service level agreements | Technicians  Network Administrator  Cloud Service Provider | 01/08/2023-02/08/2023 | Internet  Microsoft-Word  Policies and Procedures- Templates  Technicians  Network Administrator | Yes |
| Research Bandwidth requirements and WAN Connectivity | Technicians | 03/08/2023-04/08/2023 | Internet  Microsoft-Word  Technicians | Yes |
| Internet connection - configure direct-to-internet connections | Technicians  Network Administrator | 07/08/2023-14/08/2023 | Internet  ISP  Technicians  Network Administrator | No |
| Migrate to cloud | Network Administrator  Cloud Service Provider | 15/08/2023-29/08/2023 | Internet  Cloud provider  Network Administrator  Cloud Service Provider | No |
| Transfer existing Domain (internationaltechnicalinstitute.com.au) from BEAST IT to another provider | Technicians  Network Administrator | 30/08/2023-06/09/2023 | Internet  New Domain Host  Technicians  Network Administrator | No |
| Configure Domain Controller – for adding users with Azure AD Connect | Network Administrator | 07/09/2023-14/09/2023 | Internet  Domain Controller  Azure AD Connect  Network Administrator | No |
| Integrate on-premises Active Directory with Azure Active Directory Connect | Network Administrator | 15/09/2023-22/09/2023 | Active Directory  Azure AD Connect  Internet  Network Administrator | No |
| Test the Microsoft 365 implementation | Network Administrator  Cloud Service Provider | 25/09/2023-02/10/2023 | Microsoft 365  Internet  Network Administrator  Cloud Service Provider | No |
| Meeting with ICT Supervisor | Andre Alexandrov | 02/10/2023-02/10/2023 | Skype for Business  OneNote  Andre Alexandrov  Technician | No |
| Training: train users, document system | Andre Alexandrov | 03/10/2023-10/10/2023 | Templates  Microsoft Word  Microsoft PowerPoint  Andre Alexandrov  Technicians | No |
| Close | Project Team | 11/10/2023-11/10/2023 | Microsoft Outlook  Project Team | No |
| Lessons Learned | Project Team | 11/10/2023-18/10/2023 | Microsoft Word  Project Team | No |

**Task 2: Undertake cost-benefit analysis (CBA)**

The Action Plan has been finalised, and the new Cloud has been operational for the last 12 months.

The ICT Supervisor has asked you to monitor the Cloud expenses and determine whether the project was cost effective for the organisation or not.

As per the information provided previously, the costs per year for the implementation of the cloud services is as following:

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| **Hardware & Services** | **Cost per year** |
| WAN connection/Internet/Bandwidth | $24,400.00 |
| Cloud Services   * Software Subscription * Storage and Backup * Security and compliance * Support and deployment * Threat Protection | $234,900.00 |
| Total Cost | $259,300.00 |

* The cost of employing five ICT staff was $500,000 per year
* The cost to BEAST IT for hosting the Messaging (MS Exchange 2010) and document management systems (SharePoint 2010) was $25,000 per year

You have recorded the following values and made the following assumptions:

* Due to the implementation of the Cloud Services, they will now reduce the ICT staff to only three from Year 2 onwards.
* The services provided by BEAST IT is no longer required starting from the first year of implementing cloud services.
* The student numbers have increased which has added an income of $110,000 for the first year. You have made the assumption that this figure will increase by 10% incrementally per year from the following year.

Based on the figures provided above, complete a 5-year Cost-benefit Analysis (CBA) by completing the CBA table provided below.

You need to determine the costs and financial benefits for each year over 5 years and calculate the CBA ratio for each of these years, which is the benefits divided by the costs.

**Cost-Benefit Analysis (CBA)**

Project: Cloud implementation (Microsoft

Time frame: 5 years

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| --- | --- | --- | --- | --- | --- |
|  | **Year** | | | | |
|  | **1** | **2** | **3** | **4** | **5** |
| **Cost** | $759,300.00 | $559,300.00 | $559,300.00 | $559,300.00 | $559,300.00 |
| **Benefit** | $135,000.00 | $346,000.00 | $358,100.00 | $371,410.00 | $386,051.00 |
| **Ratio** | 0.178 | 0.619 | 0.640 | 0.664 | 0.690 |