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| Assessment Title | Assignment 1: Business Strategy and ICT gaps |

## 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)  Questioning (Oral Interview)  Product (Email) |
| Overview of assessment | This assessment will require you to demonstrate your ability to evaluate current strategic plan of an organisation, document state of ICT systems, identify goals and objectives, determine ICT gaps, evaluate changes required and provide improvement opportunities  You will write your answers to questions using the templates provided in this document. You will also need to complete an interview to determine the organisation objectives and write an email to the ICT Supervisor (Lecturer) to report the proposed changes. |
| Task/s to be assessed | This assessment will require you to complete the following tasks   * **Task 1**: Evaluate current business strategy and determine ICT gaps * **Task 2**: Develop recommendation report |
| 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.  All assessment submissions must be via Learn, email submissions will not be accepted |
| 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 * Presentation software such as Microsoft PowerPoint * ASDS - International Technical Institute\_ Documents.zip   + International Technical Institute\_Business Scenario   + International Technical Institute\_Strategic Plan 2021 – 2025   + International Technical Institute\_ICT Infrastructure   + International Technical Institute\_ICT Security Policy   + International Technical Institute\_Work Practices & Communication   Students can complete on their own computers or laptops if they 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:** **Evaluate current business strategy and determine ICT gaps**

Review the partial current Strategic Plan provided (File: International Technical Institute\_Strategic Plan 2021 – 2025), and (File:International Technical Institute\_Business Scenario) then complete the following tasks.

You need to replace the text within the “<<” and “>>” characters with pertinent information using the headings as a guide. 

1. Provide an overview of the business including its business domain (File: International Technical Institute\_Business Scenario). (Approximately 50 words)

Use the following as a guideline:

* Business Name: International Technical Institute
* Business Domain: Vocational Education and Training
* Business Location: Adelaide City
* Courses Offered: Business, Justice, IT, Community Services, and Health
* Study methods: on campus, self-directed,
* ICT Infrastructure: offsite using third party.

**Business Overview**

The International technical institute is a South Australian RTO with 5 campuses, it provides over 12 certificate and diploma level qualification in the VET Sector in Business, Justice, IT, Community Services, and Health. The institute has 250 students currently attending who all use LEARN as the Learning Management System and in blended programs with on and off campus, and self-directed courses. The Institute currently uses an external software as a service (SaaS) provider, BEAST IT, and are looking to move towards Infrastructure as a service (IaaS)

1. Review, analyse and list the three current objectives and five strategic goals in the Strategic Plan (File: International Technical Institute\_Strategic Plan 2021 – 2025)

**Objectives**

* To deliver first-class education using modern technologies
* To provide customer service excellence beyond expectations
* To implement sustainable practices

**Strategic Goals**

* To increase student numbers
  + By how much do you want to increase student numbers?
  + How quickly do you want this achieved? Short term and long term
  + how do you want to achieve the goal?
* To increase staff collaboration
  + What type of collaboration do you want to increase, and by how much?
  + How do you want the calibration to be increased?
  + When does this need to be achieved by?
* To reduce desktop software cost
  + By how much do you want to reduce the cost?
  + When is does this need to be completed by?
  + How will the cost be reduced? What kind of software should be reduced?
* To provide storage scalability
  + What type of storage scalability is wanted? Horizontal, vertical, internal, SaaS? How is the increase measured.
  + How long is there to implement this?
  + When does this need to be done by?
* To improve security and privacy
  + What type of security and privacy? Digital? physical? Both?
  + How do you want to measure security and privacy?
  + Is this ongoing? What are the milestones? When should they be completed?
* How do you measure the security? How much gain do you want?
* How is the security going to be improved?
* When does the security need to be improved by?

What is the positive gain expected?

How is this going to be accomplished?

When does this need to be completed by?

Requirements:

How do we know the requirements been met? What is the measure for success for each SMART Objective/ what is their end requirement. What are the conditions to make this project complete?

1. Define the project and develop measurable strategic objectives for each of the strategic goals.

When conducting the interview with the CEO, you have been asked to follow the organisation Work Practices and Communication guidelines (File: International Technical Institute\_Work Practices & Communication)

1. You are required to:

* Arrange a brief interview with the CEO (Lecturer).
* Ask questions that will help you to complete the following:
  + Determine the five measurable objectives for each of the strategic goals
  + Define the requirements of the project. (Approximately 100 words)
* Use questioning techniques to obtain information from the CEO that will help you to develop strategic objectives
* Use listening and verbal skills to clarify responses from the CEO

The interview can be conducted via video conferencing (Collaborate, MS-Teams) or Face-to-Face if on campus.

The interview should be approximately 5mins.

1. In the space provided below document the responses from the CEO.

**Determine Strategic objectives**

*<<List the five strategic objectives derived during the interview>>*

**Define the Project**

<<Approximately 100 words>>

1. The current state of ICT in the organisation.
2. Review the Current ICT Infrastructure of International Technical Institute provided (File: International Technical Institute\_ICT Infrastructure). Make a list of the following:

* Hardware in use – list twelve pieces of main hardware
* Operating System/s in use – list what is installed on the Servers, PCs, and Laptops
* Application Software in use – list what is installed on the PCs, and Laptops
* IT System and Practices – list three. This should include the Student system, and the current messaging and document solution provided off-site

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| **Hardware (include specs if available)** | **Operating System** | **Application** **Software** | **System & Practices** |
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1. Review the Security Policy of International Technical Institute provided (File: International Technical Institute\_ICT Security Policy). List two security guidelines from each category: Users, Hardware, Software and Data. Provide only the headlines from the Security document.

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| Users | Hardware | Software | Data |
| Passwords | ICT Physical Security | Malicious Software Protection | Data Encryption |
| User Identification | Physical Access | Access Control and Management | Event Logging |
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1. Develop a Gap Analysis Report using the organisational template provided. For the gap table, analysis should be kept very high level where you specify the current state of each of the four strategic objectives in a few words, the desired state of the ICT system in a few words, the ICT technical gap between the current state and the future state, and what ICT technology will help close the gaps.

You need to replace the text within the “<<” and “>>” characters with pertinent information using the headings and the scenario as a guide:

**Gap Analysis Report for International Technical Institute**

**Purpose**

*<< Should identify what the purpose of the report is. Approximately 30 words>>*

**Background**

*<<Provide an overview of the organisation and its current ICT systems. Approximately 100 words>>*

**Strategic objectives**

The organisation has the following strategic objectives:

*<<List the five strategic objectives here>>*

**Current ICT network**

*<<Provide a basic overview of the current ICT network including the current hardware employed and how security of the network is managed. Approximately 100 words>>*

**Gap analysis**

The following table contains gap analysis for each of the strategic goals:

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| **Strategic Objectives**  **(List five)** | **Current State** | **Future State** | **Gap**  **(At least one gap)** | **Technology** |
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**Recommendations**

<<Provide one recommendation on what the organisation needs to do. List three reasons/benefits why the organisation needs to do this this. The reasons as to why can be gathered from the gap analysis table. >>

1. Based on the Gap Analysis Report in the previous question, you are now required to report the conclusions to your ICT Supervisor (Lecturer).

You are required to:

* Compose an email to the ICT Supervisor (Lecturer). Do not send it but save and submit this email to LEARN.
* The email should include the following (Approximately 150 words)
  + proposed changes
  + gaps identified
  + improvement opportunities

**Task 2: Develop recommendation report**

In this task you are required to review the business scenario provided (File: International Technical Institute\_Business Scenario) and review the gaps you determined in the previous task to develop an ICT system recommendation report of what needs to be implemented.

1. Using the internet, research the recommended technology that could be implemented to close the gaps identified in the gap analysis report completed in the previous task. The research should include the review of hardware, software, network resources, and security requirements required for implementing the online collaboration tools.

The organisation has indicated that they would like to transfer the existing domain to a new hosting provider.

*<<List seven technology requirements to implement the recommended solution>>*

1. Based on your research from the previous question, develop an ICT Recommendation Report using the template provided.

You need to replace the text within the “<<” and “>>” characters with relevant information using the headings and the scenario as a guide.

**ICT System Recommendation Report for International Technical Institute**

**Background**

*<<Provide a basic overview of the project as per the interview.* Approximately 100 words*>>*

**Strategic goals**

*<<* Refer to the Strategic Plan in the business scenario. *List the five strategic goals here>>*

**Strategic objectives**

*<<List the five strategic objectives here as identified in the interview>>*

**Security requirements**

*<<Detail five security requirements for the network. How will you stop anyone from accessing the system? >>*

**Hardware requirements**

N/A

**Software requirements**

*<< Detail the recommended software components that should be included in the network. You should provide URL link(s) to these resources. Also include the cost >>*

**Network Resources**

*<< Detail six recommended network resources* required to implement this system.>>

**Advantages and disadvantages**

*<< Detail three advantages and three disadvantages of the new system compared to the existing system >>*

**Advantages**

**Disadvantages**

**Difficulties of implementing proposed changes to ICT systems**

*<< List five challenges you will face during the implementation of the ICT system>>*