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| Assessment Title | Assignment 2: Change Management 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 policies and procedures, prioritise tasks, interact with others, and seek approval. |
| Task/s to be assessed | This assessment will require you to complete the following tasks   * Task 1: Develop change management plan * Task 2: Risk Management * Task 3: Seek Approval |
| 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   + Organisational project management policy and procedures (File: International Technical Institute\_Project Management policy and procedures)   + Project guidelines (File: International Technical Institute\_Project Guidelines) to complete the Work Breakdown Structure   + Work Practices & Communication (File: International Technical Institute\_Work Practices & Communication)   + Risk Management Policy (File: International Technical Institute\_Risk Management Policy) * Assignment 1: Business Strategy and ICT gaps   You can complete on your own computer or laptop if you are able to source the above requirements.  **Note: This Assignment is in continuation of the Assignment 1: Business Strategy and ICT gaps** |
| 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 change management plan**

You are required to develop a Change Management Plan using the template provided.

The following documents will be required to complete the Change Management Plan

* Gap Analysis Report (Assignment 1)
* Organisational project management policy and procedures (File: International Technical Institute\_Project Management policy and procedures)
* Project guidelines (File: International Technical Institute\_Project Guidelines) to complete the Work Breakdown Structure

After discussion with the Project Team, the following tasks for the project have been decided upon.

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| **Task Name** | **Duration** |
| Lessons Learnt | 1 week |
| Consultation | 1 day |
| Identify the right applications | 2 days |
| Select the platform and the Subscription | 1day |
| Select the cloud computing service provider | 1 day |
| Meeting with Cloud Services Provider | 1 day |
| Meeting with CEO   * Define the project goals and objectives * Define your project | 1 day |
| Determine and create service level agreements | 2 days |
| Internet connection - configure direct-to-internet connections | 1 week |
| Report via email to ICT Supervisor – Gap Analysis | 1 day |
| Migrate to cloud | 2 weeks |
| Training: train users, document system | 1 week |
| Transfer existing Domain (internationaltechnicalinstitute.com.au) from BEAST IT to another provider | 1 week |
| Integrate on-premises Active Directory with Azure Active Directory Connect | 1 week |
| Test the Microsoft 365 implementation | 1 week |
| Meeting with ICT Supervisor | 1 day |
| Configure DomainController – for adding users with Azure AD Connect | 1 week |
| Close | 1 day |
| Research Bandwidth requirements and WAN Connectivity | 2 days |
| Initiate Project | 1 day |

1. Develop a Change Management Plan

**Change Management Plan for Cloud implementation**

**Summary**

This change management plan outlines a structured approach of transitioning International Technical Institute’s (ITI), individuals, and teams from an on-premises network to a cloud based infrastructure, Microsoft 365 E5, to meet ITI’s strategic objectives, these along with a work breakdown structure are included below.

**Strategic objectives**

* Increase student numbers by 10% by 30th June 2024 by adding online, and external classes.
* Increase staff collaboration by 100% using online collaboration tools, this is to be done by 30th June 2024.
* To reduce desktop software cost by 5%, by switching to a SaaS cloud platform, to be done by 30th June 2024.
* Provide storage scalability as required using cloud platforms, this is to be implemented by 30th June 2024.
* Improve security and privacy to prevent data leakage and adherence to privacy laws, by 30th June 2024.

**ICT system changes**

1. Student Server
2. Admin
3. EDU
4. Support
5. NAS
6. Microsoft Office 2013
7. Server Network Switches
8. MS Exchange 2010

**Schedule**

Refer to WBS breakdown

**Financial**

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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 |

**Work Breakdown Structure (WBS)**

Refer to the Project Guidelines (File: International Technical Institute\_Project Guidelines) to complete the WBS

After the discussion with the Project Team, the tasks given in the introduction section have been decided upon.

You have been asked by the ICT Supervisor to prioritise these tasks and complete the WBS.

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| **Task** | **Task Name** | **Duration** | **Start Date** | **End Date** | **Predecessor** | **Responsibility** |
| 1 | Initiate Project | 1 day | 24/7/2023 | 24/7/2023 |  | CEO - Organisation Representative |
| 2 | Consultation | 1 day | 24/7/2023 | 24/7/2023 | 1 | Project manager  CEO |
| 3 | Meeting with CEO   * Define the project goals and objectives * Define your project | 1 day | 24/7/2023 | 24/7/2023 | 1 | CEO  Project Manager  IT Technicians |
| 4 | Report via email to ICT Supervisor – Gap Analysis | 1 day | 25/7/2023 | 25/7/2023 | 2 | IT Technicians  ICT Supervisor |
| 5 | Identify the right applications | 2 days | 25/7/2023 | 26/7/2023 | 4 | IT Technicians |
| 6 | Select the platform and the Subscription | 1 day | 27/7/2023 | 27/7/2023 | 5 | IT Technicians |
| 7 | Select the cloud computing service provider | 1 day | 28/7/2023 | 28/7/2023 | 5 | IT Technicians |
| 8 | Meeting with Cloud Services Provider | 1 day | 31/7/2023 | 31/7/2023 | 6,7 | IT Technicians  ICT Supervisor  Cloud Service Provider |
| 9 | Determine and create service level agreements | 2 days | 01/8/2023 | 02/8/2023 | 8 | IT Technicians  Network Administrator  ICT Supervisor  Cloud Service Provider |
| 10 | Research Bandwidth requirements and WAN Connectivity | 2 days | 03/8/2023 | 04/8/2023 | 8 | IT Technicians |
| 11 | Internet connection - configure direct-to-internet connections | 1 week | 07/8/2023 | 14/8/2023 | 9,10 | IT Technicians  Network Administrator |
| 12 | Migrate to cloud | 2 weeks | 15/8/2023 | 29/8/2023 | 11 | Network Administrator  Cloud Service Provider |
| 13 | Transfer existing Domain (internationaltechnicalinstitute.com.au) from BEAST IT to another provider | 1 week | 30/8/2023 | 06/9/2023 | 12 | IT Technicians  Network Administrator  Cloud Service Provider |
| 14 | Configure Domain Controller – for adding users with Azure AD Connect | 1 week | 07/9/2023 | 14/9/2023 | 13 | Network Administrator |
| 15 | Integrate on-premises Active Directory with Azure Active Directory Connect | 1 week | 15/9/2023 | 22/9/2023 | 14 | Network Administrator |
| 16 | Test the Microsoft 365 implementation | 1 week | 25/9/2023 | 02/10/2023 | 12,13,14,15 | Network Administrator  Cloud Service Provider |
| 17 | Meeting with ICT Supervisor | 1 day | 02/10/2023 | 02/10/2023 | 16 | ICT Supervisor IT Technician |
| 18 | Training: train users, document system | 1 week | 03/10/2023 | 10/10/2023 | 17 | IT Technician |
| 19 | Close | 1 day | 11/10/2023 | 11/10/2023 | 18 | Project Team  IT Technician  CEO  Project Manager |
| 20 | Lessons Learned | 1 week | 11/10/2023 | 18/10/2023 | 19 | Project Team  IT Technician  Project Manager |

**Task 2: Risk Management**

1. Once you have completed the Change Management Plan, you need to complete Risk Assessment on the change that is required by the organisation.

For this task, you will need the following documents:

* Organisational project management policy and procedures (File: International Technical Institute\_Project Management policy and procedures)
* Project guidelines (File: International Technical Institute\_Project Guidelines) to complete the Work Breakdown Structure
* Work Practices & Communication (File: International Technical Institute\_Work Practices & Communication)
* Risk Management Policy (File: International Technical Institute\_Risk Management Policy)

You are required to:

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| **Area/Department** | IT Department | **Risk Register ID** | N/A |
| **Target Date of Risk Assessment** | 27/10/2023 |  |  |
| **Date of Risk Assessment** | 07/11/2023 | **Risk Category** |  |
| **Risk Owner** | Andre Alexandrov | **Assessment Conducted By** | Andre Alexandrov, Alexis Treulieb-Berk |

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| **Establish the Context** | | **Risk Description** | | **Effectiveness of Controls** | | **Analysis** | **Evaluation** |
| **Objective** | **Context** | **Risk Source** | **Description** | **Current Control(s)** | **Control Rating** | **Risk Rating** |
| (5 Objectives) | (List one internal factor and one external factor) | (List one Risk source) | (List one Cause  List one Event  List one Impact) | (List two current controls) | (High, Medium or Low) | (Almost Certain,  Likely, Possible,  Unlikely, Rare) | (List two treatments for the risk) |
| To Increase student numbers by 10% in the next fiscal year by offering external and online courses. | External   * Unable to keep up with emerging technologies * Political climate * Legislative requirements * Competition * Fashion (courses in demand)   Internal   * Organisational culture * Human Resources * Organisation Structure Management | * Change in management * Change in government funding * Changes in legislation * Technology upgrades * Interstate competition * Demand for IT courses have changed * Staff availability and capability | Cause  Failure to maintain client service management system  Event  Leads to delays in service delivery  Impact  Results in poor service level to core clients | * Governance committee * policies and procedures * quality improvement plans | High | Possible | Options for treatment include:   * Avoidance of risk * Pursuing risk * Changing likelihood * Changing consequence |
| Increase staff collaboration by 100% using online collaboration tools, this is to be done by 30th June 2024.  Completed by:  Alexis Treulieb-Berk | External   * Unable to keep up with emerging workflows. * Evolving work culture   Internal   * Reduced efficiency due to lack of communication | * Technology upgrades * Economic constraints | Cause  Failure to maintain cloud-based technologies file sharing system.  Event  Leads to disruption in collaboration among staff.  Impact results in poor service to staff | * policies and procedures * Standardised industry practices | High | Possible | * Avoidance of risk * Changing objective goal |
| To reduce desktop software cost by 5%, by switching to a SaaS cloud platform, to be done by 30th June 2024.  Completed by:  Alexis Treulieb-Berk | External   * Unable to keep up with competition at cost.   Internal   * Budget restraints | * Change in management. * Changes in legislation * Sudden changes in cost | Cause   * Failure to maintain software upgrades   Event   * Leads to delays in accessing current software   Impact   * Results in poor service level to core clients | * EULA with chosen solution * quality improvement plans | High | Possible | * Risk mitigation * Changing likelihood |
| Provide storage scalability as required using cloud platforms, this is to be implemented by 30th June 2024.  Completed by:  Andre Alexandrov | External   * Unable to keep up with emerging technologies * Legislative requirements   Internal   * Organisational culture Management * Budgetary requirements | * Technology upgrades | Cause   * Failure to maintain data   Event   * Leads to delays in accessing current data.   Impact   * Results in poor service level to core clients | * policies and procedures * Standardised industry practices | High | Possible | Pre plan change/risk mitigation  Pursuing risk |
| Improve security and privacy to prevent data leakage and adherence to privacy laws, by 30th June 2024.  Completed by:  Andre Alexandrov | External   * Legislative requirements   Internal   * Protecting customer data. | Changes in legislation | Cause  Failure to implement effective security and privacy measures  Event  Leads to delays in service delivery Impact  Reduced user productivity and satisfaction, increased risk of workarounds that compromise security | * Legislation * Privacy policy | High | Possible | security and privacy risk assessment  consult with security experts |

Name of Colleague: Alexis Treulieb-Berk Signed By: Alexis Treulieb-Berk

A screenshot of a chat

Description automatically generated

Evidence of Communication

1. Provide a summary of the following after the Risk Assessment has been completed. (Approximately 100 words)

* What was the deadline date for completing the Risk Assessment? Was Risk Assessment completed by deadline date approved by the team

In order to complete the Risk Assessment Alexis and I first had to allocate a time to complete the assessment, this one done through multiple email exchanges in which we discussed available times on our respective calendars and came up with the deadline of Friday 27/10/2023, this date was agreed and approved by both parties. The assessment was not complete on that date as I had an unexpected family emergency come up during the meeting

* Were you able to negotiate an appropriate time to meet for the discussion? If not, what did you do?

We had come up with another date, Tuesday 7/11/2023, as we were in the same location on that date, this was discussed before finishing the original meeting on the 27th. We had completed the Risk Management table during the meeting on the 7th

* What skills did you use for communication to achieve the outcome?

During the discussion on the assessment, using active listening skills, acted respectively towards each other, we also implemented effective questioning by asking open ended questions. During the meeting, we where always asking for feedback on the sections we were filling out.

* What demographical differences did you have to accommodate for?

Alexis and I have many demographical differences, as I’m an Australian male while Alexis is an American female, there is also an age between us of around 20 years, Alexis is also non-religious whereas I am.

* How did you accommodate the differences?

The demographical differences did not hamper our discussion as we both speak English, we also have a mutual respect and understanding of each other as we’ve known each other prior to the meeting. Prior to the meeting we had also discussed our cultural backgrounds such as personal values and customs, so that we gain a greater understanding of each other’s thinking and cultural norms. Recognising the difference in Australian and American English, we had chosen Australian English spelling as we are both in Australia currently, although location was an issue this was solved by going to a central location that we both regularly attend.

**Task 3: Seek Approval**

You will need to reference the Work Practices & Communication document (File: International Technical Institute\_Work Practices & Communication)

Once you have completed the Change Management Plan, submit this document (Assignment) via LEARN

After you have submitted the document, 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 50 words)
  + Purpose of the email
  + Inform the ICT Supervisor that the Change Management Plan has been submitted
  + Seek feedback from the ICT Supervisor