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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

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

**Change Management Plan for Cloud implementation**

**Summary**

*<< Provides a basic overview of the change management plan. Approximately 30 word>>*

**Strategic objectives**

* To increase student numbers
* To increase staff collaboration
* To reduce desktop software cost
* To provide storage scalability
* To improve security and privacy

**ICT system changes**

*<< Document what ICT change(s) are occurring to implement the change. This should include a full list of the hardware, software, and network components. List eight system changes that would be required>>*

**Schedule**

*<< Document the tasks that need to be completed including the responsibility of each task. A work breakdown structure (WBS) should be used to sequentially list the tasks, how long each will take, and who will be responsible for each task. >>*

*See template on next page*

**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 |  |  |  | CEO - Organisation Representative |
| 2 | Consultation | 1 day |  |  |  | Andre Alexandrov |
| 3 | Meeting with CEO | 1 day |  |  |  | Andre Alexandrov |
| 4 | Define the project goals and objectives  Define your project | 1 day |  |  |  | CEO |
| 5 | Report via email to ICT Supervisor – Gap Analysis | 1 day |  |  |  | Andre Alexandrov |
| 6 | Meeting with ICT Supervisor | 1 day |  |  |  | Andre Alexandrov |
| 7 | Select the cloud computing service provider | 1 day |  |  |  | Technicians |
| 8 | Select the platform and the Subscription | 1 day |  |  |  | Technicians |
| 9 | Meeting with Cloud Services Provider | 1 day |  |  |  | Andre Alexandrov |
| 10 | Identify the right applications | 2 days |  |  |  | Technicians |
| 11 | Determine and create service level agreements | 2 days |  |  |  | Network Administrator |
| 12 | Research Bandwidth requirements and WAN Connectivity | 2 days |  |  |  | Technicians |
| 13 | Internet connection - configure direct-to-internet connections | 1 week |  |  |  | Network Administrator |
| 14 | Transfer existing Domain (internationaltechnicalinstitute.com.au) from BEAST IT to another provider | 1 week |  |  |  | Network Administrator |
| 15 | Configure Domain Controller – for adding users with Azure AD Connect | 1 week |  |  |  | Network Administrator |
| 16 | Integrate on-premises Active Directory with Azure Active Directory Connect | 1 week |  |  |  | Network Administrator |
| 17 | Migrate to cloud | 2 weeks |  |  |  | Cloud Service Provider Reps |
| 18 | Test the Microsoft 365 implementation | 1 week |  |  |  | Network Administrator,  Andre Alexandrov |
| 19 | Training: train users, document system | 1 week |  |  |  | Andre Alexandrov |
| 20 | Lessons Learned | 1 week |  |  |  | Andre Alexandrov |
| 21 | Close | 1 day |  |  |  | CEO |

**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:

* Work with another colleague (another student in your class) to complete the Risk Assessment on the strategic objectives reported in the Change Management Plan. Divide the strategic objectives amongst you, to complete the Risk Assessment. (This is not group work so you must complete individual Risk Assessment.)

Your colleague will need to select a different strategic objective to yours and complete the Risk Assessment  
  
The Risk Assessment plan must be signed and dated by your colleague. You must submit your own completed Risk Assessment plan.

* Make an appointment with the colleague after checking their availability.
* Discuss orally with your colleague and complete the Risk Assessment using the template provided on the next page. Use dot points only if possible.
* Adhere to work practices and ensure tasks are completed in the given time set by the team.
* Select and use appropriate conventions and protocols when communicating with the team.
* Recognise, accept, and accommodate any demographical differences

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

The first strategic objective has been completed for you as an example.

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| **Area/Department** |  | **Risk Register ID** | N/A |
| **Target Date of Risk Assessment** |  |  |  |
| **Date of Risk Assessment** | 27/10/2023 | **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% | 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 collaborative systems.  Event  Leads to inefficient collaboration between staff.  Impact results in worse collaboration between staff. | * policies and procedures * Standardised industry practices | High | Unlikely | * Avoidance of risk * Changing objective goal |
| To reduce desktop software cost by 5% | External   * Unable to keep up with competition at cost.   Internal   * Budget restraints | * Change in management. * Changes in legislation * Sudden changes in cost | Cause  A sudden unexpected rise in alternative cost  Event  Makes ITI unable to pay software costs  Impact  Access to software ceases | * EULA with chosen solution * quality improvement plans | Medium | Likely | * Risk mitigation * Changing likelihood |
| Provide storage scalability as required | External   * Fashion, scalable storage is popular. * Unable to keep up with costs of scalable alternatives.   Internal  -unable to scale effectively to storage needs | * Technology upgrades | Cause  Failure to properly implement technology into business.  Event  Leads to delays in implementation.  Impact  Increases costs of implementation, also increases wait time. | * policies and procedures * Standardised industry practices | Medium | Possible | Pre plan change/risk mitigation  Pursuing risk |
| Improve security and privacy | External   * Legislative requirements   Internal   * Protecting customer data. | balancing security and privacy with usability | Cause  Failure to implement effective security and privacy measures  Event  Users encounter difficulty accessing information or completing tasks due to excessive security measures  Impact  Reduced user productivity and satisfaction, increased risk of workarounds that compromise security | * Legislation * Privacy policy   vide storage scalability as required | High | Likely | security and privacy risk assessment  consult with security experts |

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

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
* Were you able to negotiate an appropriate time to meet for the discussion? If not, what did you do?
* What skills did you use for communication to achieve the outcome?
* What demographical differences did you have to accommodate for? How did you accommodate the differences?

**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