

Frequently Asked Questions

A02 Requirements:

- To produce an ICT Infrastructure Proposal Report in the report format in the supplied template
- You should keep to the scope of the supplied Argyll and Bute Council ICT and Digital Strategy.
- You may make any relevant assumptions about Argyll and Bute Council, but must include those assumptions as explicit statements in your report.
- Your report must address the questions stated in the Objectives section of the assignment instructions.

What is expected in assignment A02?

1. The objectives of this assignment are to produce an ICT Infrastructure Proposal Report which seeks to address the **following objectives** while also addressing the specific intended learning outcomes (1, 2 & 5) for this assignment.

ICT and Digital services are a key enabler for supporting the Council's contribution towards Argyll and Bute being a thriving, successful area in which all forms of deprivation and inequality are reduced. ICT and Digital will also support the development of a more co-operative and prosperous Argyll and Bute that benefits every individual and community

- *Evaluate the "Argyll and Bute Council ICT and Digital Strategy 2017-2020" against relevant criteria and guidelines that are derived from the chosen governance framework. You should not simply be critical, but consider which components of the governance framework are relevant to the goal and context of the report.*
- *How does Argyll and Bute ICT and Digital Strategy 2017-2020 indicate awareness of the provision for service, infrastructure transformation and scalability over the life of the strategy? Provide a proposal which aligns with the Council's service and infrastructure direction(s).*

To address these questions you should review Argyll and Bute ICT and Digital Strategy 2017-2020 to identify evidence of current awareness of ICT governance and the provision for service.

2. You should review Argyll and Bute's ICT and Digital Strategy for indication of future direction, transformation of ICT infrastructure and scalability.
3. As part of this review, you should focus on the ICT infrastructure and services being proposed in the ICT and Digital Strategy.
4. Your review should identify a number of gaps in the current plan, based on your knowledge of current ICT developments, the perceived needs of Argyll and Bute, and relevant requirements that you identify from your chosen ICT governance framework.
5. You should propose a service, which addresses the primary question stated in the assignment instructions, and indicate the required ICT infrastructure to support these services. Your proposal should be supported by references to an ICT Governance Framework.

6. Your proposal should address the key gaps identified in your analysis, while also being aligned with the criteria from your chosen ICT governance framework. Your proposal should also have a sound ICT infrastructure base.
7. You should then construct an ICT infrastructure proposal that seeks to deliver services using ICT infrastructure that incorporates provision for service. *This proposal may seek to address Argyll and Bute's desires and principles, infrastructure strategies, infrastructure programmes and service strategies.* You should also review the gaps that you have identified and the relevant criteria from your chosen ICT governance framework. Please review the template provided on how to address section 5 of the report.

What does the following phrase mean in the A02 template?

Relevant background on and the information gathering approach that has been taken in the development of Argyll and Bute Council ICT and Digital Strategy 2017 – 2020.

In this section of the report you may include any background information that you have gained from Argyll and Bute plan that you consider relevant to your report. For example, you may include some details of the plan that you refer to later in your report as part of the justification of your proposal. You may also discuss how Argyll and Bute may have gathered information in the preparation of their ICT and Digital Strategy.

What is required in Section 3 of the A02 template under the point "Identification of any ICT governance framework on which Argyll and Bute's ICT and Digital Strategy is based"?

If you can identify that, Argyll and Bute has used any ICT governance framework in their preparation of their ICT and Digital Strategy, then state this, otherwise state that no ICT governance framework has been used in the preparation of the ICT and Digital Strategy.

What is required in Section 3 of the A02 template under the point "Justification of your choice of an ICT Governance Framework to support your proposal in Section 5?"

You should justify your choice of ICT governance framework, in a half page, or so. This justification should be within the context of the requirements of assignment A02.

Could you please clarify Sections 3 and 4 of the report template?

Section 3 requires you to justify your choice of governance framework in a paragraph or 2, similar to assignment A01, but within the context of assignment A02.

Section 4 requires a brief analysis of Argyll and Bute's ICT and Digital Strategy, sufficient to support your proposal in the next section. This does not need to be a detailed evaluation, but you need to assess the current state of the plan, identify some gaps and directions noted in that plan, and then make proposals to address those gaps and direction(s). *The rough balance of analysis: proposal could be around 40:60.*

Does the analysis of Argyll and Bute's ICT and Digital Strategy in Section 4 of the A02 template need to be as extensive as in assignment A01?

No. The advice in the template states it only needs to be brief, 1-2 pages in length. This analysis needs to identify the gaps in the ICT infrastructure proposed in the ICT and Digital Strategy, using criteria from your chosen ICT governance framework, and from your knowledge of current developments in ICT and infrastructure technology.

What are meant by “ICT infrastructure” and “ICT projects”?

ICT infrastructure is the combination of hardware, software, networking and system configurations that required in order to provide a number of ICT services.

ICT projects are specific activities that are required to plan, build, development, implement and operate some ICT infrastructure in order to deliver a number of ICT services. These projects typically have specific goals in terms of time deadlines, meeting cost constraints and system requirements. In this assignment, you do not have sufficient information to be able to propose specific ICT projects, so you should focus on a proposal that deals with some aspect of ICT infrastructure scalability, platforms that delivers a range of council services for Argyll and Bute.

How do I find suitable proposals?

There are sections in the ICT and Digital Strategy, which provide indication of the types of ICT directions that are emerging for Argyll and Bute, as well as their indicated desire to address a number of directions, goals and infrastructure strategies.

How do I format my proposal?

The format of how you present your proposal is up to you. You may structure your proposal around meeting the gaps identified in the analysis, or around the categories of services that your proposal will deliver.

Your proposal should address the key gaps identified in your analysis, while also being aligned with the criteria from your chosen ICT governance framework. Your proposal should also have a sound ICT infrastructure base.

Do I need to include financial costings or a cost/benefit analysis with my proposal?

No. You should not include financial information, but focus on the specific ICT infrastructure and services that are being incorporated into the proposal.

Do I need to incorporate an ICT architecture in the proposal?

You should include some aspects of an ICT architecture in your proposal. This may be based on a Service-oriented Architecture, or incorporate steps towards the adoption of an Enterprise Architecture.

Do I need to include references?

Yes. You **must** include all references to external sources that have been cited in the report. These references must be in Harvard style. *If you do not cite referenced material which is not your original work, this is considered plagiarism.*

What is the expected word count for the assignment?

There is no word limit, and no expected word count. As a guide a suggested length is around 10 pages.

How can a chosen ICT governance framework be used in Section 4 of the assignment template to identify gaps in the ICT infrastructure as indicated in the plan?

The proposal in section 5 should be based on advice that you have selected from your chosen ICT governance framework, evidence gathered from your analysis of Argyll and Bute’s ICT and Digital

Strategy, and material from referenced sources. In addition, the proposal should address the two questions posed in the assignment, and IT governance requirements.

Hence, in order to develop your proposal, you are not only considering the ICT, namely hardware, software, systems, architecture, etc, but also the ICT governance frameworks requirements that will support your proposal. In section 4, you are looking for gaps in Argyll and Bute ICT and Digital Strategy, which may be lack of good governance, as specified in your chosen ICT governance framework, and gaps in the provision of services. These are gaps in the ICT and Digital Strategy, not just in the technology itself.

Do I need to make recommendations in the report?

Yes. You may include a single recommendation of the form:

It is recommended that Argyll and Bute adopt the proposal outlined in this report.

Or, you may have a number of more detailed recommendations which refer to your proposal. Each recommendation must be justified by reference to the outcomes of your analysis, the proposal itself, and references to published literature.

Do we need to include Section 6 in the proposal report?

Section 6 needs to only be a single recommendation:

It is recommended that the proposal contained in this report be adopted by Argyll and Bute, in order to ...

[brief justification]