## Assignment A02: ICT Infrastructure Proposal Report

**Background**

You should read the report "Argyll and Bute Council ICT and Digital Strategy 2017-2020" available on the ISYS90048 Assignment A02 page on the LMS.

The Council's ICT and Digital Strategy is in response to numerous strategies supporting the Local Government ICT national transformation programme and a public sector ICT Infrastructure review (page 4).

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.

The Council's ICT and Digital Strategy outlines the approach that the Council will take for the deployment and development of ICT and Digital technologies in the delivery of its services in order to deliver outcomes that matter to its customers. It defines their vision, key principles and overall direction of travel for ICT and Digital services

See the PDF file: Argyll ICT & Digital Strategy 2017 to 2020 V2.4.pdf.

The Council's Digital First Policy outlines their vision:

*"Digital services so good that all who can use them prefer to use them"*

> *This requires the adoption of 3 principles:*
>
> 1. *Services will be delivered as "digital first" and customers who can use digital media will be enabled and encouraged to self-serve;*
> 2. *Customers who are unable to self-serve will be assisted to access services so they are not disadvantaged;*
> 3. *Service access, delivery and business processes will be re-designed to reflect the first two principles and so improve performance, productivity and customer service.*

See the PDF file: Argyll ICT & Digital Strategy Digital first summary.pdf

**Note:**

The Council's ICT and Digital Strategy roadmap outlines the eleven set of principles on pages 6 and 7 and their vision is shown in the diagram on page 8.

The Key Programs are presented on pages 16 to 20. Governance is briefly presented on pages 21 and 22, but no governance framework is given or discussed.

Assume that you have been asked to evaluate Argyll and Bute Council ICT and Digital Strategy and provide a proposal on how to align the Council's service and infrastructure direction(s) with recognised ICT framework criteria.

**Objectives**

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. The Argyll and Bute Council have requested your assistance:

1. 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.

2. How does the 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).

Note: 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.

Please refer to the template provided.

**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 the Argyll and Bute Council ICT, but must include those assumptions as explicit statements in your report.

- Your report must address the questions stated in the Objectives section above.

- You report should follow the template provided on LMS.


**Relationship of Assessment Criteria to Intended Learning Outcomes**

Through this report you need to demonstrate that they have the knowledge and skills to:

1. Explain current trends in ICT infrastructure and their impacts on ICT infrastructure management;

2. Demonstrate an awareness of current ICT governance frameworks and their relevance to the development of ICT infrastructure management plans and proposals;

5. Demonstrate an understanding of the role and importance of ICT service provision and acquisition in the responsibilities of an ICT infrastructure manager.


**Assessment Criteria**

This assignment will be assessed according to the following weighted criteria:

| | |
|---|---|
| Achievement of the Assignment Objectives | 30% |
| Demonstration of Intended Learning Outcome 1 | 20% |
| Demonstration of Intended Learning Outcome 2 | 20% |
| Demonstration of Intended Learning Outcome 5 | 20% |
| Achievement of the Generic Skills – these criteria apply to the degree of understanding, and quality of content, use of referenced material, your report's logical structure, and presentation and style of the submitted report. | 10% |

**Assessment**

The assessment of Assignment A02 counts 30% towards the total mark for the subject.

**Late Penalty**

10% of maximum marks per working day by which the submission of assignment exceeds the due submission date.

**References:** You must include a Reference list at the end of your report. Entries in the Reference list should be sorted alphabetically by author, then by year of publication for works by the same author(s). Every single idea you borrow from someone else should be cited in your Reference list, and where possible should include the page number from the source. Quotations, if used, should be in quotation marks ("…") and should be EXACT.

**You MUST use Harvard style referencing.**

**Expected time:** Approximately 40 hours of work

**Due date: 11.59 pm, Friday, 05th October 2018**

**Submission:** Your report should be prepared and submitted as a MS-Word or PDF document, electronically via the Learning Management System.

**Marks:** 30% of the total assessment for the Subject (Expected average mark: 75%)

**Feedback:** You may submit your draft report for written feedback up until 3 days prior the deadline for submission of the report.