Assessment Task 1: Knowledge Questions

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| Course code and title | **ICT50220 Diploma of Information Technology** |
| Unit code and  title | **ICTPMG505 Manage ICT Projects** |
| Due date | DD/MM/YYYY – Please refer to Moodle |
| Resources  required | • ICTPMG505 Moodle Site  • Access to computer and internet  • Microsoft Word |
| Decision making rules | To achieve an overall satisfactory result for this assessment task:   * All questions must be answered satisfactorily |
| Learner  instructions | This task is a set of written questions.  For this task you will:  • Complete it individually.  • Write answers to all questions  • Complete it in your own time and submit it by the due date.  • Have time to read and review the assessment task in class.  • Submit your answers electronically via Moodle, (or in hard copy   to your assessor, including the signed cover sheet and   Learner Declaration)  If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your Assessor. |

# Knowledge Questions

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| 1 | State and describe 3 key characteristics of good leaders for project management.  State and describe 3 characteristics of effective technical team member for project management. (50 to 100 words per characteristics) | | | |
|  |  | | Satisfactory | Not satisfactory |
|  | **Characteristic** | **Description** |  |  |
|  | **Good Leader** | |  |  |
| 1. | Time Management | Good leaders are good at managing time. They ensure tasks are completed on time and projects stay on track. |  |  |
| 2. | Communication | Effective communication is key. A good leader shares the right information with the right people at the right time, using both verbal and non-verbal methods like emails. |  |  |
| 3 | Critical Thinking | Critical thinking helps leaders analyse situations, make informed decisions, and solve problems efficiently. |  |  |
|  | **Technical Team Member** | |  |  |
| 1. | Active Listening | Effective team members listen carefully to others, understand and consider their ideas without interrupting them. |  |  |
| 2. | Problem Solving | They are good problem solvers, finding practical solutions quickly and efficiently. |  |  |
| 3 | Flexibility | They are flexible and can easily adapt to changes and new challenges |  |  |

| **2** | Describe four (4) communication technique that can be applied during a consultation process between the project team and stakeholders.  (15 to 30 words per response) |
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|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | **Active Listening** Pay full attention to the speaker, acknowledge their points, and respond appropriately without interruption. |  |  |
| 2. | **Clear and Calm Communication** Speak clearly and calmly to ensure that your message is understood and to prevent any miscommunication. |  |  |
| 3. | **Utilizing Visual Aids** Use visual tools like charts, graphs, and diagrams to simplify and clarify complex information for better understanding. |  |  |
| 4.. | **Providing Regular Feedback** Consistently provide and seek feedback to keep all stakeholders informed and involved, ensuring alignment and addressing concerns promptly. |  |  |

| **3** | Explain what a feasibility study is and provide an overview of the process you would follow to conduct a feasibility study.  (50-100 words) |
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|  | ReqUIREMENTS for Feasibility Study | Satisfactory | Not satisfactory |
| Feasibility studies assess the viability of a project before committing resources.:   1. Define Scope: Clearly outline the project’s objectives, goals, and requirements. 2. Technical Feasibility: Assess whether the existing technology can meet the project’s requirements. 3. Economic Feasibility: Analyze the cost implications to determine if the project is financially viable. 4. Legal Feasibility: Ensure the project complies with relevant laws and regulations. 5. Operational Feasibility: Evaluate if the project can be integrated into current operations and if it meets operational requirements. | |  |  |

| **4** | Describe the process for preparing a business case (steps).  ( 100 to 150 words) |
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|  | Answers | Satisfactory | Not satisfactory |
| **Identify the Business Objective:** Understand and document what the project aims to achieve and its alignment with business goals.  **Define the Business Need:** Conduct an analysis to identify the problems or opportunities that the project will address.  **Analyze Options:** Evaluate various options for solving the problem or seizing the opportunity, considering the pros and cons of each.  **Recommend a Solution:** Based on the analysis, recommend the most viable solution, providing a clear rationale for the choice.  **Plan Implementation:** Develop a detailed implementation plan, outlining the steps, resources, timeline, and responsibilities required to execute the solution. | |  |  |

| **5** | Describe the process of establishing the technical teams. How would you select the correct type of team members to manage an IT project? Describe the steps in detail.  (50 - 100 words) |
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|  | ANSWER | Satisfactory | Not satisfactory |
| **Identify Tasks and Skills:** Create a detailed work breakdown structure (WBS) to identify all necessary tasks and the specific skills required for each task.  **Skill Assessment:** Evaluate the existing skills within the team to identify strengths and any skill gaps that need to be addressed.  **Assign Roles:** Match tasks to team members based on their skills and experience to ensure that the right people are handling the right tasks.  **Build the Team:** Encourage team cohesion and collaboration through team-building activities, clear communication, and establishing a supportive team culture. | |  |  |

| **6** | Describe briefly the 5 stages of team development.  (20 to 40 words per response) |
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|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | **Forming**: Team members meet and start to understand each other, characterized by excitement and politeness. |  |  |
| 2. | **Storming**: Conflicts and disagreements arise as team members assert their ideas and roles. |  |  |
| 3. | **Norming**: The team begins to establish norms and work together more cohesively, developing mutual respect and understanding. |  |  |
| 4. | **Performing**: The team operates efficiently and effectively, working towards achieving project goals. |  |  |
| 5. | **Adjourning**: The team disbands after successfully completing the project, and members move on to new endeavors. |  |  |

| **7** | Describe 3 communication methods / styles that can be used with client for gathering information. Ensure that one of the methods is interview.  (20 to 50 words per response) |
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|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | **Interview**: Conduct face-to-face or virtual meetings to ask clients direct questions and explore their responses in detail, allowing for follow-up questions. |  |  |
| 2. | **Questionnaire**: Distribute structured questionnaires to collect specific information from a large number of clients efficiently. |  |  |
| 3. | **Document Analysis**: Review and analyze existing documents, such as reports and records, to gather relevant information without direct client interaction. |  |  |

## Assessment Task Summary: Task 1 - Knowledge Questions

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| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
| 1. | Satisfactorily answered all questions. | | | | |  |  |
| feedback **-** Assessor must include feedback | | | | | | | |
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| OVERALL TASK result | | | | | | | |
| Satisfactory  Not Satisfactory (resubmission required) – Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| Date Assessment Returned | | |  | | | | |
| Trainer/assessor Name | | |  | | | | |
| Trainer/Assessor signature | | | X | | | | |
| **LEARNER DECLARATION**: Please read and sign below | | | | | | | |
| I, \_\_WangYiZhuo+S1554654\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | |
| LEARNER Signature | | WangYiZhuo | | Date | 2024-06-26 | | |