Assessment Task 2: Case Study Project

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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 | Provided:   * ICTPMG505 Moodle Site * Access to computer and internet * Microsoft Word   Available in Moodle:   * ICTPMG505 Assessment Task 2.docx * WBS Template.xlsx * Cost Estimate Budget Template.xlsx * Team Contract Template.docx * Risk Register Template.xlsx * Training Need Analysis Template.docx * SLA Template.docx * Disaster Recovery Plan Template.docx * Minutes of Meeting Template.docx |
| Decision making rules | To achieve an overall satisfactory result for this assessment task:   * Learners must achieve a satisfactory result for each item in the **Assessment Checklist/s.** |
| Learner  instructions | This group assessment occurs over6 weeks in which you will undertake 5 tasks. Part 1: Manage project definition activities Requires the team to carry out the activities to define and authorise the project and will undertake a feasibility Study, develop a Project Charter and build a Business Case. Part 2: Undertake project planning You need to plan the project and use project management tools such as a Work breakdown schedule and Gantt chart. Part 3: Establish ICT project team Coordinate people and other resources to carry out the project plan: you will undertake a Training Need Analysis and develop a Team Contract. Part 4: Manage project execution plan Measuring and monitor the progress to ensure that the project team meets the project objectives. You will continue to update the Gantt Chart, produce a Status Report, complete a Risk Register and Test Data Part 5: Coordinate project closure Formalising the acceptance of the project. You will complete a Service Level Agreement and a Disaster Recovery Plan.  **General Instructions**   * This is a group assessment * It is to be completed in your own time * You have 6 weeks to complete this task * All questions must be answered * Sufficient time is provided in class for you to read and review the assessment task and seek clarification on key points prior to undertaking the assessment task * At this time if you require reasonable adjustments you can discuss it with the assessors. It is important to ensure the integrity of the assessment is maintained and the intent is not compromised (e.g., extension of time, oral questions etc.). * Each group must document the project electronically using the Assessment Task 2 document provided and save as:-   + *Assessment Task 2 Group Number.docx* * Please include your team members’ Full Name and Student ID in the footer of all the files that requires submission * Submit the saved files in the Assessment Task 2 folder in Melbourne Polytechnic LMS.   You must agree (by clicking on the ‘I confirm’ radio button) with the assessment submission terms and condition in Melbourne Polytechnic LMS prior to the submission. |

# Scenario

## Project Brief for In2Fitness Gym Centre

#### About the Gym

In2Fitness Gym Centre is a new gym located in Preston. It is close to the train station, Preston Market and Melbourne Polytechnic. It offers excellent facilities combined with experienced and highly trained coaches. It can provide exclusive training for everyone. The gym is owned and managed by Brendan, a well-known fitness coach for Australian athletes. There are currently 300 members at the centre.

#### Business Objective

Brendan wants In2Fitness Gym Centre to provide the highest quality fitness experiences through good customer service and training equipment to all its members so they can achieve maximum health and fitness.

#### Scenario

Since it is fairly a new gym, it is currently maintaining its online presence via social media platforms such as Facebook and Instagram. The information shared on these social media platforms are limited due the nature of the platform. The organisation has approached MP Tech Solutions, a leading IT project management company to manage a website development project.

The organisation has internet access that includes space on a web server, but no experience developing websites.

In addition to developing the website, the gym would like MP Tech Solution to train two staff members in how to maintain the website. The website should include the following information:

* about the organisation (mission, history and recent updates)
* list of classes including timetable of fitness sessions
* FAQ (Frequently Asked Questions)
* contact information
* website must be accessible using standard web browser
* website must be secure – some parts need to be hidden for admin

The organisation wants the website to include graphics (photograph and images) and have an attractive, easy to use layout.

Time constraint for project is 3 months

Financial limit: $50,000

The projected costs and benefits for this project are spread over four years (assume first year as Year 0). Estimated costs are:

* $50,000 in Year 0,
* $5000 each year in Year 1, 2, and 3.

Estimated benefits are

* 0 in Year 0
* $50,000 in Year 1
* $70,000 in Year 2 and 3.
* *This is using an 8% discount rate and figures are round up to two decimal places.*

Some of the specific analysis, design and implementation task will be as follows:-

* Research
  + Collect information about the organisation in hardcopy and digital form (brochure, reports, organisation charts, photographs and so on)
  + Research similar web sites
  + Collect detailed information about the customer’s design preferences and access to space on a web server
* Development:
  + Develop a template for the customer to review
  + Create a site map or hierarchy chart showing the flow of the web pages
  + Digitise the photograph and search for other images on web pages
  + Create the web pages for the site
* Testing
  + Test the pages and site
  + Implement website on the customer’s web server
* Feedback and changes:
  + Get customer feedback
  + Incorporate changes
* Training and handover:
  + Create training materials for customer on how to update the web pages

## Project Task

You are now appointed as part of the project team for this website project. MP Tech Solutions is a one-stop shop for all small and big business IT needs. The organisation caters for all aspects of IT, ranging from cloud solutions to updating hardware and software needs.  One of their areas of specialisation is to provide website solution for medium to large companies. MP Tech currently have employees in all area of specialisation to work on projects including system analyst, system designer, programmer, networking solution provider, tester, cloud expert, IOT expert, etc.

The outcome of their projects are always high in quality and fulfil all the needs and request of their clients. This is mainly because they strictly adhere to their organisational values and a project governance framework. Below is their project governance policy for your reference in carrying out the project.

MP Tech Solutions Governance Policy & Processes covers the following:

* Every project must have a single point of accountability for the success of the project
* Project owner must be in depended of the asset ownership and service ownership.
* Stakeholder management must be separate from decision making committee for project management.
* All project must have a reviewed and approved business case.
* All decision made must be recorded and communicated to the team members.
* Status of project must be constantly updated.
* All risks and issues must be escalated to the levels required by the organisation.
* Project team must foster a culture of improvement and openness in the sharing the project information.
* Project stakeholders must be always be engaged to show their importance to the organisation and in a manner to foster trusts.

#### TASK BREAKDOWN

There are a total of 5 parts to this group assessment. Your group will carry out each part progressively and complete the documentation that is assigned for each part.

It is important to note that you will complete the task as a group, however you must complete all documentation for submission independently.

#### Part 1: Manage project definition activities

Requires the team to carry out the activities to define and authorise the project:

* Feasibility Study
* Project Charter
* Business Case

#### Part 2: Undertake project planning

You need to plan the project:

* Work breakdown schedule
* Gantt chart

#### Part 3: Establish ICT project team

Coordinate people and other resources to carry out the project plan:

* Training Need Analysis
* Team Contract

#### Part 4: Manage project execution plan

Measuring and monitor the progress to ensure that the project team meets the project objectives:

* Updated Gantt Chart
* Status Report
* Risk Register
* Test Data

#### Part 5: Coordinate project closure

Formalising the acceptance of the project:

* Service Level Agreement
* Disaster Recovery Plan

# Part 1: Defining the Project

## Task 1

State 5 practices from the project governance policies / processes that is applicable to the In2Fitness Gym Website project.

|  |
| --- |
| **Policies and Processes** |
| 1. Every project needs a dedicated project manager who is fully responsible for its success. |
| 1. The project owner should be independent of asset and service ownership to avoid conflicts of interest. |
| 1. The process of managing stakeholders should be separate from the project management decision-making committee. |
| 1. Before starting, each project must have a business case that’s been reviewed and approved. |
| 1. Project status should be regularly updated and communicated to everyone involved. |

## 

## Task 2

Conduct a feasibility study to ensure the practicality and viability of the proposed project using the feasibility study template provided. You may discuss this as a group however complete the feasibility study independently.

1. Executive summary – provide an overview of the project.
2. Background Information / Business Problem / Opportunity – explain the problem/opportunity and how the project can solve this.
3. Outline of solution – what is your solution? How does it link to the business goals and values?
4. Methodology – Explain the feasibility of the project using a SWOT (strengths, weaknesses, opportunities, threats)
5. Alternative – is there an alternative option? If so explain the advantages and disadvantages of the alternative.
6. Cost benefit analysis – explain, the costs and benefits of the project. Is the project worthwhile?
7. Conclusion – Provide a summary of your findings.
8. Recommendations – should the project go ahead?

### Feasibility Study Template

|  |
| --- |
| 1. **Executive Summary** |
| In2Fitness Gym Centre is looking to boost its online presence with a comprehensive website, managed by MP Tech Solutions. This project will cover research, development, testing, and training phases to ensure a secure, accessible, and user-friendly website. |
| 1. **Background Information / Business Problem / Opportunity** |
| The gym is not well known online. Not enough people know about the services it offers. |
| 1. **Outline of solution** |
| We recommend developing a secure, attractive website that includes:   1. Course Schedule 2. FAQs 3. Contact Information   This aligns with our business goals by improving customer service and operational efficiency. |
| 1. **Methodology** |
| 1. **Strengths:** High demand for fitness information, existing internet access. 2. **Weaknesses:** Lack of internal web development expertise. 3. **Opportunities:** Increased customer engagement, broader market reach. 4. Threats: Potential technical issues, competition from other |
| 1. **Alternative** |
| Another option is to continue using social media. While it is cost-effective, it limits the comprehensive presentation of information. |
| 1. **Cost-benefit analysis** |
| Initial $50,000 to increase member engagement and potential revenue |
| 1. **Conclusion** |
| The project is feasible and offers significant benefits in enhancing customer engagement and operational efficiency. |
| 1. **Recommendations** |
| Proceed with the website development project, considering the outlined benefits and alignment with business goals. |

## 

## Task 3

You are required to develop a project charter using the project charter template provided.

Your will outline the:

* Project Objectives/ Preliminary statement of project scope – what are you trying to achieve with this project?
* Main success criteria – What are the measures of success for this project?
* Approach – What are the steps involved in this project?
* Roles and Responsibilities – who will be involved in this project?

You may discuss this as a group however you will need to complete the project charter independently.

### Project Charter / Project Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project Title : In2Fitness Gym Website Project** | | | | |
| **Project Start Date: 1/02/2021** | | | **Project Finish Date: 14/04/2021** | |
| Budget Information: | $50,000 | | | |
| Project manager: | Tom Clerehan,0412 345 678,tclerehan@mptech.aom.au | | | |
| **Project Objectives/ Preliminary statement of project scope:** | | | | |
| The main objective of this project is to design and develop a secure, user-friendly website for In2Fitness fitness centres. The website will serve as the gym’s main digital platform, providing existing and potential members with easy access to information about the gym’s services, class schedules and membership options. It will also include features such as an online booking system, member login portal and interactive features to engage users. | | | | |
| **Main Project Success Criteria:** | | | | |
| The website should generate a profit within 3 months and continue to operate for at least five years. | | | | |
| **Approach:** | | | | |
| 1. Research and gather requirements. 2. Develop and design the website. 3. Test the website. 4. Implement and launch the website. 5. Provide training and handover to staff. | | | | |
| **Roles and Responsibilities** | | | | |
| **Name** | | **Role** | **Position** | **Contact Information** |
| Brendan | | Sponsor/Client | Gym Owner | brendan@in2fitness.com.au |
| Tom | | Project Coordinator | Senior Consultant | tclerehan@mptech.com.au |
| Role | | Lead Analyst | IT Consultant | justine@mptech.com.au |
| Ali | | Development Lead | Web Developer | ali@mptech.com.au |
| Linda | | Database Specialist | System Administrator | linda@mptech.com.au |
| **Sign-Off (Signature of all the above stakeholders)** | | | | |
| Brendan  Tom  Role  Ali  Linda | | | | |
| **Comments :** | | | | |
|  | | | | |

## Task 4

Business case template

Using the business case template provided, develop the business case based on the feasibility study carried out in Task 2. Discuss this as a group however complete the business case independently.

### Business Case Template

|  |
| --- |
| **Introduction** |
| **This is a new gym in Preston, which currently has 300 members and provides fitness facilities and training to all members of the community.** |
| **Business Objectives:** |
| In2Fitness aims to provide the highest quality fitness experience through excellent customer service, training programs, and top-notch equipment. Brendan proposes creating a website to support business goals by increasing visibility, reaching more customers, and facilitating participation in fitness activities while sharing fitness information. |
| **Current Situation and Problem / Opportunity Statements** |
| In2Fitness Gym is a new business that relies on social media for its online presence and member notifications. They have an unused web hosting package and an internet connection. Their current social media solution has limited capabilities.  The lack of a dedicated website limits In2Fitness’s ability to effectively engage with customers and provide comprehensive information.  By developing a dedicated website, In2Fitness has the opportunity to strengthen its online presence, reach a wider audience and increase customer engagement. |
| **Critical Assumption and Constraints:** |
| There is a high demand for online information and reservation services among gym members. An initial development budget of $50,000 and an annual maintenance budget of $5,000 are sufficient. The project timeline is aligned with the gym's strategic goals.  The proposed web solution must be a significant improvement over the current social media solution. The gym owner, staff, and customers must accept the change. The project must be completed within three months. Internal stakeholders should support the project, and the solution should be easy to use. Gym staff with basic IT skills should be able to make routine updates to the website. |
| **Analysis of Options and Recommendation:** |
| Option 1: Do Nothing   * No additional cost, current social media solution is free and user-friendly. * Limited capabilities, does not provide comprehensive engagement or information.   Option 2: Develop a Dedicated Website Using Existing Hosting Solution   * Improved online presence, more comprehensive information, better engagement. * Initial development cost, requires staff training for updates.   Option 3: Develop a Website on a Third-Party Platform   * Potentially lower initial cost. * Ongoing changes require web developer knowledge, higher long-term costs.   Option 2 is recommended as it offers significant improvements in online presence and engagement over Option 1 and has more attractive ongoing cost implications compared to Option 3. |
| **Preliminary Project Requirements:** |
| 1. A list of available classes. 2. A schedule of fitness activities. 3. Contact information. 4. The ability for staff to make changes to the website content, such as recent updates and available classes. 5. Training for staff to make these changes. 6. Additional features determined through ongoing feedback and consultation with stakeholders. |
| **Financial Analysis (Cost Benefit Analysis)** |
| Logesvary Krishnasamy ©Melbourne Polytechnic, 2021, Financial Analysis |
| **Schedule Estimate** |
| The client hopes to complete the project within three months. However, we have built in some scheduling flexibility to accommodate potential delays and unforeseen challenges. The new website is expected to serve the gym effectively for at least five years. |
| **Potential Risks** |
| The involvement of numerous decision makers can slow down the project and cause delays in key decisions.  There is a risk that the project may not be completed within the specified time, which may be due to a prolonged decision-making process or technical setbacks.  Existing web hosting technology may not meet the advanced functional requirements of the project, resulting in the possibility that website functionality may be affected.  If the website does not generate enough traffic to justify the cost, there is a risk that the expected return on investment will not be achieved.  Even if traffic is good, the website may not meet ROI expectations due to intangible factors such as user engagement or conversion rates not meeting targets. |
| **Exhibits / References** |
| **N/A** |
| **Feedback from Client** |
| **Also include a page on membership options** |

#### Meeting with the client

Once complete you will each meet with your client (your teacher) independently and present your documents.

Your client (your teacher) will provide you with feedback that should result in a change in your business case. Record the changes you make in blue font.

You are being assessed on you communication skills, ensure to review the observation checklist prior to meeting with your client (teacher) to ensure you understand the standard required. Ensure to:

* Introduce yourself to the client
* Use terminology relevant to ICT project management
* Participate in the meeting by presenting information and confirming understanding

## Observation Checklist – Part 1: Task 4

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Student name** | | WangYiZhuo | **Student ID** | | S1554654 | |
| **Assessor name** | |  | | | | |
| **Date** | |  | | | | |
| Information and requirements for assessment | | | | | | |
|  | | | | | | |
| Observation checklist  assessor to complete the following | | | | | | |
|  | **Interview session with client** | | | SATISFACTORY | | UNSATISFACTORY |
|  | Learner introduces themselves to the client in a professional and respectful manner | | |  | |  |
|  | Used ICT terminology relevant to ICT project management | | |  | |  |
|  | Presented at least 1 piece of information and confirmed understanding | | |  | |  |
| **Comments** | | | | | | |
| *Insert comments here…* | | | | | | |

# Part 2: Project Planning

## Task 1

You are to organise and plan for an information gathering session with the client to determine the project requirements, constraints and risks. A minimum of 5 questions are required for this task.

You may discuss this as a group however complete the questionnaire template independently.

Complete the table below and email the questionnaire to the client (your teacher). Review Part 2 Task 2 – 7 prior to emailing your client (you teacher) to ensure you are asking the correct questions to complete these tasks.

Each team member is required to provide their questions to the client (your teacher).

### Questionnaire template

|  |
| --- |
| **List of questions to determine project requirement** |
| **Q1.** |
| **RESPONSES:** |
| **Q2.** |
| **RESPONSES:** |
| **Q3.** |
| **RESPONSES:** |
| **Question to determine constraints** |
| **Q4.** |
| **RESPONSES:** |
| **Question to determine risk** |
| **Q5.** |
| **RESPONSES:** |

## Task 2

Identify the breakdown of the project according to the phases of system development life cycle (SDLC). For each of the phase, explain how the risk associated with the system is managed.

You may discuss this as a group however complete risk management based on SDLC form independently.

### Risk Management based on SDLC form

|  |  |  |
| --- | --- | --- |
| **SDLC Phase** | **Status of system** | **Risk Management** |
| Planning |  |  |
| Analysis |  |  |
| Implementation |  |  |
| Maintenance |  |  |
| Auditing |  |  |

## Task 3

Create a work breakdown structure (WBS) for the Int2Fitness website project using the WBS template provided (refer to ***WBS template.xlsx***).

You may discuss this as a group however complete the WBS template independently.

## Task 4

Using the WBS from task 3, create the project schedule to determine the various milestones of the project. The project schedule will be known as a Gantt chart, which is prepared using the Microsoft Project software. Save the files as ***In2FitnessProjectGanttChart.mpp***

You may discuss this as a group however complete the Gantt chart independently.

## Task 5

Create a project budget by applying the cost estimation technique for the In2Fitness website project using the Cost Estimate Budget template provided (refer to ***Cost Estimate Budget Template.xlsx***).

You may discuss this as a group however complete the cost estimate budget template independently.

*Note: Refer to the additional information section in the case study to create the project cost estimate budget.*

## Task 6

Compile all the documents that you have prepared in Task 2 to provide to the client. This includes the following documents:-

1. Risk Management based on SDLC form
2. Work Breakdown Structure (WBS)
3. Project Schedule (Gantt Chart)
4. Cost Estimate Budget

Provide these to your client (your teacher) and obtain sign off for the project plan.

Each team member should supply their own set of documents to the client (your teacher).

Your teacher will advise if these should be emailed or if they will provide sign off in class.

### Project Plan Documents Approval Sign-off template

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Project Name:** |  | | | | | | |
| **Version No:** |  | | | | | | |
| **Project Manager:** |  | | | | | | |
| **Documents Presented:** |  | | | | | | |
| **Stakeholder Management Strategy** | | | | | | | |
| **Name / Role** | | **Level of Interest** | | **Level of Influence** | **Potential Management Strategy** | | |
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| **Sign-off** | | | | | | | |
| *I (We), the undersigned, acknowledge and accept, the project plans have been reviewed and agreed upon for project execution.* | | | | | | | |
| **Name** | | | **Title** | | | **Signature** | **Date** |
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# Part 3: Establish ICT Project Team

## Task 1

As part of establishing your project team, identify and select the team members that are required to meet the project objectives.

**Step 1**: Fill in the team resource table which includes all human resources and their skills.

**Step 2**: Identify all the task in the work breakdown structure along with their job description using the Team Selection table. Fill in the overall responsibilities and specific duties.

**Step 3:** Match the right human resources available in the team resources table against the skills require by the tasks indicated in the skill requirement table by marking X.

*Note: Please limit to 20 important task from the WBS in the skill requirement tables.*

### TEAM Resources Table

|  |  |
| --- | --- |
| **Resource Name** | **Skills** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

### Skill Requirement Table

|  |
| --- |
| **WBS** |
|  | **Overall responsibilities** | **Specific Duties** | **Project Manager** | **System Analyst** | **Web Developer** | **Team Member** | **Roles /Names** |
|  |  |  |  |  |  |  |  |
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## Task 2

You will be required to train a team member in how to maintain the website. The team member allocated this task has a basic understanding of hosting and has created webpages from templates in the past however has limited experience.

Carry out a training need analysis and determine the training and support needed for this team member. You may make reasonable assumptions in about skills required to maintain the website. Use the Training Needs Analysis (TNA) template provided. (Refer to ***Training Need Analysis template.docx***)

# Task 3

# In your group establish a team contract to include:

* team values
* agreed behaviour standards with team members
* how you will communicate
* meeting guidelines.

Once these decisions have been made, independently complete the Team Contract Template provided (refer to ***Team Contract template.docx***)

You will need to discuss this with your group, however complete the template independently.

## Task 4

Submit the Team Selection document, Training Need Analysis document, and Team Contract to your client (your teacher) to obtain written feedback. Your trainer will advise if you should email or provide hard copies to them.

Your trainer will provide you a piece of feedback to incorporate. Provide an overview of the feedback in the space below and explain the changes you will make. *Include a copy of the email between the client and you as part of the evidence of this task within the task 4 section.*

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# Part 4: Manage Project Execution

*Assumptions: When attempting this section of the assessment, assume that the website is going through the development stage.*

## Task 1

Monitor the delivery and acceptance of assigned project team work activities by:

1. Updating the Gantt chart up to the execution phase. Use the Gantt chart prepared in the Part 2 for this task. This includes stating 100% task completion rate and providing the blue tick indicator for each task.
2. Creating a sample status report to show progress of the project.

You may discuss this with your group, however complete the templates independently.

### Status report

|  |  |
| --- | --- |
| **Project Name:** |  |
| **Team Members Name:** |  |
| **Date:** |  |
| **Reporting Period:** |  |
| Work completed this reporting period: | |
|  | |
| Work to complete next reporting period: | |
| |  | | --- | |  | |  | |  | |  | | |
| What is going on well and why? | |
|  | |
| What is not going on well and why? | |
|  | |
| Suggestions / Issues: | |
|  | |
| Project Changes | |
|  | |

## Part 2

System testing is deemed a quality control measure for IT projects because it helps to examine the deliverables and meets the requirement standards.

As part of monitoring and controlling the quality of the project deliverables, create a test data table that can be used to manage the testing of the In2Fitness Gym Website.

You may discuss this with your group, however complete the template independently.

*Note: Test data can be used for any part of the website functionality. A minimum of 15 test data entry must be included*

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## Task 3

During the execution of the project, assume that the client wants to add an additional feature into the website. The additional feature is to add a search button within the gym training session page. Create a change request as part of monitoring and controlling the project scope change requested by the client.

You may discuss this with your group, however complete the template independently.

### Change request form

|  |  |
| --- | --- |
| **Change Request Form No: 1** | |
| Project name: |  |
| Date: |  |
| Requested by: |  |
| Phone No: |  |
| Change Requested: |  |
| Problem Addressed: |  |
| Reason for Change : |  |
| **Impact on Project** | |
| Technical: |  |
| Budget: |  |
| Schedule: |  |
| Outcomes: |  |
| Other projects: |  |
| **Approved / denial details:** | |
| Approved: |  |
| Conditions for approval: |  |
| Approved by: |  |
| Date: |  |
| Signature: |  |
| **Reasons for denials:** |  |

## Task 4

Risk and issues can be monitored on a regular basis using the risk register report. Identify 5 risk of the In2Fitness Gym Website project which needs to monitor and control. Use the Risk Register Template provided (refer to ***Risk Register template.docx***)

You may discuss this with your group, however complete the template independently.

## Task 5

As part of the hand over task for the project, prepare the handover checklist which includes all the project documents / item that must be included for handover to the client of the In2Fitness Gym Website Project. Use the project hand-over checklist form provided.

You may discuss this with your group, however complete the template independently.

### PROJECT HAND OVER CHECKLIST

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Hand-Over Checklist** | | | |
| **No** | **Documentation / Item / Product** | **Yes** | **No** |
|  |  |  |  |
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# Part 5: Coordinate Project Closure

## Task 1

Prepare an IT support and maintenance plan for In2Fitness Gym Website System. You are required to use the Service Level Agreement (SLA) template to outline what support and maintenance services are provided for the organisation. (***Refer to SLA Template.docx)***

You may discuss this with your group, however complete the template independently.

### Service Level Agreement

## Task 2

Use the client acceptance / project sign-off form to obtain the final sign off from the client (your teacher). Your teacher will advise if you should email this to them or if it should be provided to them in class.

### CLIENT ACCEPTANCE / PROJECT SIGN-OFF FORM

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Project Name:** | In2Fitness Company Website | | | | |
| **Version No:** | V 1.0 | | | | |
| **Project Manager:** | Tom | | | | |
| *I (We), the undersigned, acknowledge and accept delivery of the work completed for this project on behalf of our organisation. My (our) signature(s) attest to my (our) agreement that this project has been completed. No further work should be done on this project.* | | | | | |
| **Name** | | **Title** | **Signature** | | **Date** |
|  | |  |  | |  |
| 1. **Key Deliverables** | | | | | |
|  | | | | | |
| 1. **Was the project completed to your satisfaction?** | | | | **Yes** | **No** |
| 1. **Please provide the main reasons for your satisfaction or dissatisfaction with this project.** | | | | | |
|  | | | | | |

## Task 3

Conduct a post project review and document the outcomes using the Lesson Learned Review Form provided. Undertake this meeting with your group and client (your teacher) to discuss the items in the lessons learn review form, however complete the form independently.

Ensure to:

* Behave professionally
* Use appropriate terminology
* Elicit responses to improve future service delivery
* Facilitate a collaborative culture and evaluate the team performance using a strengths based approach

|  |  |
| --- | --- |
| **Lessons Learnt Review Form** | |
| **Project Name:** | In2Fitness Company Website |
| **Version No:** | 1.0 |
| **Project Sponsor:** | Brendan, In2Fitness Owner |
| **Project Manager:** | Tom Clerehan, MP Tech Solutions |
| **Project Dates:** | 01/02/2021 – 31/04/2021 |
| **Final Budget:** | $60,000 |
| 1. **Did the project meet scope, time and cost goals?** | |
|  | |
| 1. **What were the success criteria listed in the project scope statement?** | |
|  | |
| 1. **Reflect on whether you met the project success criteria?** | |
|  | |
| 1. **In terms of managing the project, what were the main lessons your team learned from this project?** | |

|  |
| --- |
|  |

|  |
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|  |
| 1. **Describe one example of what went right on this project?** |
|  |
| 1. **What will you do differently on the next project based on your experience working on this project?** |
|  |

## Observation Checklist – Part 5: Task 3

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Student name** | |  | **Student ID** | |  | |
| **Assessor name** | |  | | | | |
| **Date** | |  | | | | |
| Information and requirements for assessment | | | | | | |
|  | | | | | | |
| Observation checklist  assessor to complete the following | | | | | | |
|  | **Interview session with client** | | | SATISFACTORY | | UNSATISFACTORY |
|  | Behaved professionally during meeting. | | |  | |  |
|  | Used ICT terminology relevant to ICT project management. | | |  | |  |
|  | Participated in meeting and was able to complete the ‘Lessons learnt review form.’ | | |  | |  |
|  | Facilitated a collaborative culture and used strengths based approach in developing the team | | |  | |  |
| **Comments** | | | | | | |
| *Insert comments here…* | | | | | | |

## Task 4

Prepare a Disaster Recovery Plan for In2Fitness Gym Website System. You are required to use the Disaster Recovery Plan template to address the possible disaster that could occur in the IT environment. (Refer to *Distaste Recovery Plan template.docx*)

You may discuss this with your group, however complete the template independently.

## Assessment Checklist: Assessment Task 2: Case Study

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Learner name** | |  | **Student ID** | |  | |
| **Assessor name** | |  | **Date** | |  | |
| Assessment checklist **assessor to complete the following** | | | | | | |
| **THE LEARNER in Part** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | The learner described 5 governance practices applicable for In2Fitness Gym. | | |  | |  |
|  | The learner conducted a comprehensive feasibility study. | | |  | |  |
|  | The learner has developed a project charter and obtained sign off from the client. | | |  | |  |
|  | The learner has developed the business case, obtained feedback from client and made changes accordingly. | | |  | |  |
| **THE LEARNER in Part** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | The learner carried out an information gathering activity by preparing questions and obtaining the answers via questionnaire. | | |  | |  |
|  | The learner identified the breakdown of the project based on the SDLC and provided the risks associated with it. | | |  | |  |
|  | The learner created a detailed work breakdown structure. | | |  | |  |
|  | The learner created the project schedule using Microsoft Project. | | |  | |  |
|  | The learner created a project cost estimate budget. | | |  | |  |
|  | The learner compiled the project management plans and discussed the required management strategy with client and obtained sign-off. | | |  | |  |
| **THE LEARNER in Part** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | The learner identified and selected the team members and allocated the roles and responsibilities accordingly. | | |  | |  |
|  | The learner has conducted the training need analysis and an identified the support needed. | | |  | |  |
|  | The learner developed a team contract by establishing the team values and agreed behavioural standards. | | |  | |  |
|  | The learner documented the team members, role allocation, training and support needs and agreed behavioural standards (team contract). | | |  | |  |
| **THE LEARNER in Part** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | The learner monitored the delivery and acceptance of the project activities | | |  | |  |
|  | The learner monitored the quality of the project deliverables according to organisational standards System testing was as used the tool for testing. | | |  | |  |
|  | The learner has monitored and control the project scope changes. | | |  | |  |
|  | The learner monitored and controlled project risk and issues | | |  | |  |
|  | The learner managed hand over activities. | | |  | |  |
| **THE LEARNER in Part** | | | | **SATISFACTORY** | | **NOT SATISFACTORY** |
|  | The learner prepared the SLA covering the IT Support plan, maintenance and support documents. | | |  | |  |
|  | The learner obtained final project sign-off with the required personnel. | | |  | |  |
|  | The learner conducted post project review and documented the outcomes. | | |  | |  |
|  | The learner developed, reviewed and updated a disaster recovery plan. | | |  | |  |
|  | The saved and backed up the project documentation and close the project accordingly. | | |  | |  |
| **Feedback -** Assessor must include feedback. | | | | | | |
|  | | | | | | |

## Assessment Task Summary: Task 2 – Case Study

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
| 1. | Satisfactorily completed all items in the Assessment Checklist | | | | |  |  |
| feedback **-** Assessor must include feedback | | | | | | | |
|  | | | | | | | |
| 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, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | |
| LEARNER Signature | | X | | Date |  | | |