Assessment Task 3: Knowledge Questions

|  |  |
| --- | --- |
| 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:   * Learners must achieve a satisfactory result for each item in the **Assessment Checklist/s**. |
| Learner  instructions | **Common Instructions**   * This assessment will be conducted using written question method * It is to be completed in your own time * You have two 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 can discuss it with the assessor. 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 and answers etc.). * You must complete the answers electronically and save it as ICTPMG505 Assessment Task 3 Student ID Student Name.docx. * Please include your Full Name and Student ID in the footer of the answer document. * Submit the saved file in the Assessment Task 3 folder Melbourne Polytechnic LMS.   You must agree (via an ‘I confirm’ radio button) with the assessment submission terms and condition in Melbourne Polytechnic LMS prior to the submission. |

# Knowledge Questions

| **1** | Describe 2 estimation techniques that can used when estimating costs for a project.  (20 to 60 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Analogous Estimating: This technique uses the actual costs from previous similar projects to estimate the cost of the current project. It relies on expert judgment and is useful when there is limited information available. |  |  |
| 2. | Bottom-Up Estimating: This method involves estimating the costs of individual work items or activities and then summing them up to get the total project cost. It provides a detailed and accurate estimate by considering each component separately. |  |  |

| **2** | Two of the evaluation techniques/methods that can be applied to a cost-benefit analysis include Net Present Value and Return on Investment.  Using the table provided, calculate the Net Present Value and the Return On Investment for the project cash flow analysis.    Hatim Mansor￼©Melbourne Polytechnic, 2021, Information￼ |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
|  | Net Present Value - 107100 |  |  |
|  | Return on Investment - 54% |  |  |

| **3** | ICT project are agile in nature. Describe 3 organisational values that would be beneficial to such projects.  (40 to 60 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Flexibility: Agile ICT projects benefit from an organizational value that emphasizes flexibility, allowing the team to quickly adapt to changes in the external environment. This ensures the project can respond effectively to evolving requirements and challenges. |  |  |
| 2. | Collaboration: Agile projects thrive on collaboration, where team members work together closely to achieve project objectives. This value fosters communication, coordination, and shared ownership, which are crucial for the iterative processes in agile methodologies. |  |  |
| 3. | Creativity and Innovation: Agile ICT projects often involve developing cutting-edge solutions. An organizational value that encourages creativity and innovation allows the team to explore new ideas and technologies, ensuring that the project delivers competitive and effective outcomes. |  |  |

| **4** | ICT organisation will often run several projects at once. To do this successfully they must have clear policies and procedures in place for staff to follow.  Describe 3 advantages of following these policies and procedures in ICT project management.  (20 to 60 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Risk Reduction: Following established policies and procedures reduces risks by ensuring that all project activities comply with laws and regulations, minimizing the chances of errors or legal issues. |  |  |
| 2. | Consistency and Efficiency: Clear policies and procedures improve consistency in how tasks are performed across the team, reducing the time spent figuring out standard tasks and allowing personnel to focus on critical project work. |  |  |
| 3. | Improved Morale and Collaboration: With well-defined guidelines, there is less confusion and fewer conflicts among team members, leading to higher morale and more effective collaboration throughout the project. |  |  |

| **5** | List 3 techniques that can be used to monitor team performance.  (2 to 5 words ) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Observation |  |  |
| 2. | Statistical analysis |  |  |
| 3. | Feedback circles |  |  |

| **6** | List 3 techniques that can be used to monitor your own performance.  (2 to 5 words ) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Self-reflection |  |  |
| 2. | Creating own checklist |  |  |
| 3. | Informal peer review |  |  |

| **7** | List 3 project team appraisal methods that can be applied to evaluate the performance of project management team.  (10 to 40 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Self-evaluation: Team members assess their own performance against specific criteria, allowing for self-awareness and personal accountability in the project. |  |  |
| 2. | 360-degree feedback: Collects feedback from various sources, including peers, managers, and subordinates, to provide a comprehensive view of a team member's performance. |  |  |
| 3. | Management by objectives: Team members and managers collaboratively set performance goals, and progress is reviewed periodically to ensure alignment with project objectives. |  |  |

| **8** | Describe cash flow analysis and its importance to projects.  (50 to 100 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| Cash flow analysis tracks the movement of money in and out of a project. The inflow represents the revenue generated, while the outflow covers project expenses. When inflow exceeds outflow, the project is profitable. Conversely, if outflow surpasses inflow, the project incurs a loss. This analysis is essential for understanding the financial performance of the project. | |  |  |

| **9** | Describe the difference between cost estimation and budgeting?  (50 to 100 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| Cost estimation is about predicting how much the project will cost based on its scope, using methods like ROM or definitive estimates. Budgeting, however, is about assigning these estimated costs to specific tasks over time to create a cost baseline. This baseline helps in tracking and controlling the project's expenses as it progresses. Essentially, estimation is forecasting costs, while budgeting is about managing and monitoring those costs throughout the project. | |  |  |

| **10** | Describe 2 project management tools that can be used to manage ICT projects.  (50 - 100 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | Gantt Chart: A Gantt chart is a visual tool that displays project tasks along a timeline. It helps project managers schedule tasks, assign resources, and track progress. By showing the start and end dates of tasks, dependencies, and milestones, it provides a clear overview of the project schedule and helps in monitoring and adjusting timelines as needed. |  |  |
| 2. | Microsoft Project: Microsoft Project is a comprehensive project management software that aids in planning, scheduling, and tracking project activities. It offers features such as Gantt charts and PERT charts for visualizing project timelines and dependencies. The software supports resource management, budget tracking, and progress monitoring, making it a versatile tool for managing complex ICT projects. |  |  |

| **11** | Explain the term ‘system analyses. List 3 modelling techniques that could be used in system analysis |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
|  | Data Modelling Techniques  (2 to 10 words per response) |  |  |
| 1. | Data Flow Diagrams |  |  |
| 2. | Entity-Relationship Diagrams |  |  |
| 3. | Class Diagrams |  |  |

| **12** | Describe 3 team roles and delegation when managing a multi-project methodology context for IT field.  ( 30 - 50 words per response) |
| --- | --- |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | ANSWER | Satisfactory | | Not satisfactory | |
| 1. | Multi-Project Team Leader: The primary authority overseeing all projects within a multi-project framework. They delegate tasks and instructions to individual project team leaders, ensuring alignment and prioritization across multiple projects. | |  | |  | |
| 2. | Individual Team Leader: Manages specific projects within the multi-project environment. They receive directives from the multi-project team leader and allocate tasks to their team members, focusing on project-specific goals and execution. | |  | |  | |
| 3 | Team Members: Work on various projects as assigned by individual team leaders. Their responsibilities may shift between projects, requiring flexibility and adaptability to meet the needs of different project teams. | |  | |  | |

| **13** | Listed below are 7 key features of technology solution models and frameworks. Explain what these features are and why they are important to ICT project management.  (20 to 60 words per response) |
| --- | --- |

|  |  |  |  |
| --- | --- | --- | --- |
|  | ANSWER | Satisfactory | Not satisfactory |
| 1. | **Governance**  Governance involves the policies, processes, and standards that ensure ICT projects are executed effectively and align with organizational objectives. It's crucial for setting clear guidelines and ensuring consistent decision-making throughout the project lifecycle. |  |  |
| 2. | **Emerging Trends and Technologies**  This refers to the latest advancements and innovations in technology that can impact ICT systems and projects. Staying updated helps project managers leverage new tools and methods to enhance project outcomes and maintain competitiveness. |  |  |
| 3. | **Business Systems and Applications**  These are the software and systems used to support business functions. Understanding these systems allows project managers to identify areas for improvement, ensure integration, and align project goals with business needs. |  |  |
| 4 | **Infrastructure and Technology**  This encompasses the underlying hardware and network resources necessary for ICT projects. Proper management of infrastructure ensures that the technical environment supports project requirements and performs efficiently. |  |  |
| 5 | **IT Business Continuity**  IT business continuity involves strategies and plans to maintain and restore IT services during disruptions. It's vital for ensuring that projects can continue and recover quickly from unforeseen issues or emergencies. |  |  |
| 6 | **Security**  Security includes measures to protect ICT systems and data from threats and breaches. Effective security practices are essential to safeguard project information and maintain trust with stakeholders. |  |  |
| 7 | **Project Management**  This feature involves the methodologies and practices used to plan, execute, and monitor projects. Strong project management **ensures** that projects are completed on time, within budget, and meet quality standards. |  |  |  |

# Assessment Task Summary: Task 3 – Knowledge Questions

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Trainer/Assessor to complete the following:  **THE LEARNER:** | | | | | | Yes | No |
| 1. | Satisfactorily completed all knowledge questions. | | | | |  |  |
| feedback **-** Assessor must include feedback | | | | | | | |
|  | | | | | | | |
| OVERALL TASK result | | | | | | | |
| Satisfactory  Not Satisfactory (resubmission required) – Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | | |
| Date Assessment Returned | | |  | | | | |
| Trainer/assessor Name | | |  | | | | |
| Trainer/Assessor signature | | | WngYiZhuo | | | | |
| **LEARNER DECLARATION**: Please read and sign below | | | | | | | |
| I, \_WangYiZhuo\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been advised of the outcome of this assessment task.  PRINT NAME | | | | | | | |
| LEARNER Signature | | WangYiZhuo | | Date | 2024\_08\_31 | | |