# **Assessment Cover Sheet**

### (Print all details and attach to front of assessment task/assignment before submitting)

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| Name | ­­­­­­­­ |
| Student ID | ­­­­­­­­ |
| Phone number | ­­­­­­­­ |
| Email | ­­­­­­­­ |
| Course code & name | ­­­­­­­­ ICT50220 - Diploma of Information Technology |
| Unit code & name | ­­­­­­­­ ICTICT517 - Match ICT needs with the strategic direction of the organisation |
| Name of assessment | ­­­­­­­­ Assessment 4 - Investigate the effects of change |
| Due Date | … / … / 2022 |
| Teacher name | ­­­­­­­­ |
| Instructions |  |
| Comments | ­­­­­­­­ |

Declaration: Read, tick and sign below

* I declare that the attached assessment I have submitted is my own original work and any contributions from and references to other authors are clearly acknowledged and noted.
* This document has been created for the purpose of this assessment only and has not been submitted as another form of assessment at Melbourne Polytechnic or any other tertiary institute.
* I have retained a copy of this work for my reference in the event that this application is lost or damaged.
* I give permission for Melbourne Polytechnic to keep, make copies of and communicate my work for the purpose of investigating plagiarism and/or review by internal and external assessors.
* I understand that plagiarism is the act of using another person’s idea or work and presenting it as my own. This is a serious offence and I will accept that penalties will be imposed on me should I breach Melbourne Polytechnic’s plagiarism policy.

Student signature …………………………………………………… Date …… / .….. / …...

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| Please note that your assignment will not be accepted unless you have:   * completed all sections of the assignment * acknowledged all sources of other people’s contributions including references and students’ names for group work assessments * filled in all areas of this student assignment cover sheet. |

Assessment Task 4: Investigate the effects of change

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| Course code and name | **ICT50220 - Diploma of Information Technology** |
| Unit code and name | **ICTICT517 Match ICT needs with the strategic direction of the organisation** |
| Due date | … / … / 2022 (Students have 3 weeks to complete this task) |
| Resources required | * Learner resources in Moodle * Access to computer and Internet * The computer used when working on tasks has to have MS Word and Excel installed |
| Learner  instructions | * This assessment is a practical project consisting of a written part and an observation. * You have three weeks to complete this task. * It is to be completed in classroom delivery of this unit. If you are unable to do this, you will be required to complete the task in your own time within the allocated completion period. * Reasonable adjustments can be made if special circumstances apply, provided 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 coversheets and sign the student declaration. * You must answer all questions. * You have to complete the answers electronically and submit the completed assessment document electronically in Moodle by the due date.   If you have any questions about the task or concerns about your ability to complete the task, please discuss this with your Assessor. |

## Task Overview

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| **Note:** | Activities in this task are a continuation of activities in the previous assessment task and are based on the scenario presented in assessment task 2. |

## Tasks and questions

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| You have been given the go ahead by your superior to continue with the project. In the next step you are to evaluate the effects of the proposed changes on the ICT environment. Your investigation will focus only on the deployment and operation of the new LMS server.  **Part 1**  You are to conduct a Cost Benefit Analysis (CBA) comparing different deployment options for the LMS server and identify difficulties in implementing the proposed changes. You will record your findings in a draft report and request a meeting with your superior to present your findings.  **Part 2**  You will meet with your superior to discuss your findings and seek feedback. The meeting is expected to take about 10 minutes.   |  |  | | --- | --- | | ***Note:*** | *In this assessment you are* ***NOT*** *to make any corrections to your initial findings. You are to present and discuss your draft findings and provide a record of the feedback you have received. You will incorporate and address the feedback you received in your final report that you will have to present in assessment task 5.* |   A suitable party (e.g., your teacher) will take on the role of the YAT College Network Manager and act as your superior. For email communication use the email of person nominated to take on the role of the YAT College Network Manager. |

## Part 1: Effects of change investigation

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| You are to conduct a Cost Benefit Analysis (CBA) comparing different deployment options for the LMS server and identify difficulties in implementing the proposed changes.  Once you have completed the draft document, you will request a meeting with your superior via email. |

#### Cost benefit Analysis of LMS server deployment options

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| In the CBA you will compare the cost of an in-house server with the cost of a server deployed in the cloud. The comparison needs to span a period of 5 years.  Your manager has provided you with a spreadsheet listing and summarising various costs for each of the two options you need to compare.   |  |  | | --- | --- | | ***Note:*** | *The spreadsheet can be found in Moodle together with this assessment document.* |   You are to calculate and fill in the missing financial data in the spreadsheet for the CBA comparison. Instructions which parts have to be completed can be found in the spreadsheet.   |  |  | | --- | --- | | ***Note:*** | * ***The cells in your spreadsheet showing the costs you calculated must contain formulas and not just number values.*** * ***In the meeting with your superior, you must be able to explain how you calculated the costs and interpret the resulting data.*** * ***In this assessment you will have to submit your initial (uncorrected) spreadsheet together with this assessment document in Moodle.*** |   You are to demonstrate that you have determined the required financial data needed for the comparison of the two options. |

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| 1 | To demonstrate you have determined the missing financial data take *two screenshots* (pictures) of the spreadsheet data. The first screenshot must include cells and tables showing your name, student number, cost items and the aggregate cost table. The second screenshot must show the resulting chart.  Paste the two screenshots in the answer area below. | | |
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#### Interpret CBA results

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| You are to interpret your CBA results and briefly describe what conclusions can be drawn from your investigation.  Provide answers and explanations to the questions below. |

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| 2 | Comparing the cost of an in-house with a cloud server describe what conclusions can be drawn from the results of your CBA results. Limit your answer to between 50 – 150 words in total (excluding references).  Type your response in the answer area below. | | |
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| |  |  | | --- | --- | | **1.** | **Is the cost difference between the inhouse and the cloud server significant?** | |  | ***Despite the adoption of cloud solutions, the costs of on-premises and cloud servers appear to be similar. There is not much difference at the first site.*** | | **2.** | **What are the main costs contributions in each solution?** | |  | ***ongoing labor costs***  ***Hardware and software related costs***  ***license fee*** | | **3.** | **Which cost item in the list is hardest to estimate and therefore has the biggest uncertainty?** | |  | ***The intangible benefits of running a cloud server.***  ***Intangible benefits may include factors such as increased productivity, flexibility, scalability and agility gained through the use of cloud services.*** | | **4.** | **Provide arguments why you think one solution is more beneficial than the other.** | |  | * ***Cloud deployment:*** * ***The immediate benefits of deploying cloud technology are relatively small.*** * ***The long-term and strategic benefits (agility, scalability, minimal capex) far outweigh any other concerns.*** * ***Internal requirements:*** * ***While it gives YAT College complete control of the environment, it can't match the agility and long-term savings of cloud solutions.*** * ***The system is unavailable, the cost of breaking parts must be considered, and there may be no backup and data recovery options.*** | | **5.** | **Explain how the solution you chose in Q2.4 fits in with the strategic goals and objectives of YAT College (if it does not fit in, explain why it doesn’t).** | |  | * ***Cloud-based solutions - aligned with ICT objectives to support business growth by increasing reliability, agility and reducing the need for on-premises server infrastructure. It also meets the ICT goals of cloud deployment. These CT goals and objectives support strategic business goals and objectives.*** * ***On-premises deployment - This is contrary to ICT goals.*** * ***Example: The system is unavailable, hardware cost items must be considered, and backup and data recovery options may not be available.*** | | | | |

#### Evaluate the technical difficulties in implementing a cloud based LMS server in the current ICT environment

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| You are to describe what difficulties you anticipate when incorporating a new cloud-based server into the existing IT environment at YAT. |

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| 3 | Describe what difficulties you anticipate when integrating the new cloud-based LMS server into the existing IT environment at YAT. Address each of the points listed below. Limit your answer to between 150 – 400 words in total (excluding optional references).  Type your response in the corresponding sections of the answer area below. | | |
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| |  |  | | --- | --- | | **1.** | **Describe the difficulties you anticipate with training of ICT staff for the new system.** | |  | * ***It’s important to train technical staff before they start using cloud technology. This helps them do their jobs well and efficiently.*** * ***Difficulty: Ensuring employees receive training at the right time*** | | **2.** | **Describe what difficulties you anticipate when implementing required network changes.** | |  | * ***Before making any technical changes, we require a cloud subscription.*** * ***We will then design a network to ensure that the cloud network and our existing network can work together. Finally, before deploying the server, the network link to the cloud environment will be set up and tested.*** * ***Difficulty: Ensuring we have the cloud subscriptions and resources needed for network setup when we need them.*** | | **3.** | **Describe what difficulties you anticipate when installing the new server.** | |  | * ***We need to design the server and plan how it will work. Furthermore, the team needed to set up the network for the new server and ensure employees knew how to use the cloud service.*** * ***Additionally, the team needed to coordinate with the vendor to install and set up the LMS application and move existing data to the new server.***   ***Difficulty: Make sure everyone is involved (coordination)***  ***Example: Ensure the supplier can install the LMS application and configure it as necessary.*** | | **4.** | **Describe what security issues you may face when deploying the new LMS environment.** | |  | * ***We need to make sure the new LMS is as secure as YAT College wants it to be.*** * ***This means setting up security measures for accessing and managing your cloud environment.***   ***Difficulty: Ensuring that our current security procedures cover cloud environment access and management.*** | | **5.** | **Describe the difficulties you anticipated during the system migration and the cutover from the old to the new environment.** | |  | * ***Migrating to the cloud may take longer than we think, which could cause problems for colleges.*** * ***If we encounter unexpected technical problems, we may have to go back to the old system.***   ***Difficulty: Figure out how long it will take to move everything to the cloud, and what to do if things don't go as planned.*** | | | | |

#### Request a meeting with your superior

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| Before finalising your report, you have to meet with your superior to discuss your findings and to receive feedback about your work. You are to request the meeting via email.  Demonstrate that you have requested a meeting with your superior. |

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| 4 | To demonstrate you have requested a meeting, take a screenshot of the email that you have sent to your superior. This email must follow workplace etiquette and the screenshot must show:   * Recipients, date and time * Subject line relevant to the purpose of the email * The message body explaining the purpose of the request * Closing paragraph   Paste the screenshot in the answer area below. | | |
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#### Meeting confirmation

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| Your superior will reply to you withing three working days and either provide you with a meeting date and time or ask you for further clarification. You must address any issues raised by your superior, until you obtain a date and time for the meeting.  You are to provide evidence that the meeting is to go ahead. |

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| 5 | Take a screenshot of the email in which your manager confirms the meeting request and provides you with a date and time for the meeting.  The screenshot must clearly show the date/time, recipients, subject line and the complete message body of the email reply sent to you by your superior.  Paste the screenshot in the answer area below | | |
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| ***图形用户界面, 文本, 应用程序, 电子邮件  描述已自动生成*** | | | |

#### Confirm you are ready and prepared for the meeting

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| The meeting with your superior will last about 10-15 minutes (refer to Part 2). In this meeting you will have to present a summary of your CBA investigation and seek feedback from your superior. You will have to:   * Outline the purpose of the meeting and introduce your work * Present a brief summary (highlights) of the draft investigation (e.g., describe methods used, and explain your investigation outcomes) * Ask your superior for high-level review of the results and for feedback * Record the feedback from superior summarising relevant points and possible corrections * Commit to address the feedback including possible corrections in the final report document (you will present your final report incorporating the feedback in Assessment Task 5)   As a professional, you are expected to be well prepared for the meeting and you must be in a position to present and discuss the above points. In preparation of the meeting, you have to completed relevant sections in in the ‘***Assessment Task 4 (Part 2): Feedback Record***’ document (this document can be found in Moodle together with this assessment document). You will use this document for taking notes during the meeting.  You are to acknowledge that you are ready for the meeting. Note that the meeting will be terminated if you are not ready. |

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| 6 | In each of the three rows of the table below state either 'Yes' or 'No' in the blue highlighted leftmost column to indicate your readiness for the meeting.  Note that the meeting (see Part 2) will be aborted if you are not ready or if you are unprepared. | | |
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| |  |  | | --- | --- | | **Item** | **Yes/No** | | 1. I am prepared and ready to present and discuss the outcome of my CBA investigation with my superior |  | | 1. I have completed relevant sections in in the ‘*Assessment Task 4 (Part 2): Feedback Record*’ document in preparation of this meeting |  | | 1. I am ready to take notes during the meeting and record relevant feedback in the ‘*Assessment Task 4 (Part 2): Feedback Record*’ document |  | | | | |

## Part 2: Present results to superior for feedback

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| Part 2 of this assessment is an observation activity. You will meet with your superior to discuss the findings documented in Part 1 and seek feedback before preparing the final report document. The meeting is expected to last about 10-15 minutes. Make sure you have all required documents open and ready to be viewed by your superior.  At the beginning of the meeting, you will first have to show your superior that you have completed questions 1-6 and that you have the prepared relevant sections in the document ‘*Assessment Task 4 (Part 2): Feedback Record*’.  In the meeting you will demonstrate your ability to:   * Outline the purpose and goal of the meeting * Present highlights of the draft investigation and shared information about completed work clearly and correctly * Explain and interpret numerical data to assess financial implications of changes * Use effective listening and questioning techniques to obtained feedback information * Summarise and recorded feedback for inclusion in the final report (you will present your final report as part of Assessment Task 5). * Communicate using plain English effectively articulating technical ideas   After completion of the activity, your assessor will take a screenshot of your feedback notes and discuss the outcome of the observation. An observation report will be emailed to you within 2 working days. |

#### Present your feedback notes from the meeting with your superior

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| You are to present your feedback notes from the meeting with your superior. These are the notes that you recorded in the document ‘*Assessment Task 4 (Part 2): Feedback Record*’ during the meeting.   |  |  | | --- | --- | | ***Note:*** | ***Do NOT make any corrections or changes to questions 1 - 3 in this document. Incorporating the feedback and making the necessary corrections forms part of assessment task 5.*** |   You are to provide screenshots showing the list of feedback items you wrote down during your meeting. |

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| 7 | To demonstrate you have successfully recorded your superiors' feedback, insert screenshots of the ‘*Assessment Task 4 (Part 2): Feedback Record*’ showing the notes you have taken during the meeting.  Paste the screenshots in the answer area below. | | |
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#### Attach observation report

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| You are to provide a screenshot of the observation report emailed to you by the assessor. |

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| 8 | To demonstrate you have successfully completed the observation assessment, open the observation report (PDF file) emailed to you by the assessor and take a screenshot of the report. The screenshot must show the complete report.  Paste the screenshot in the answer area below. | | |
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## Student Declaration

(Hard copy submission only)

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| Please read, tick and sign below | | | |
| * I declare that the attached assessment I have submitted is my own original work and any contributions from and references to other authors are clearly acknowledged and noted. * This document has been created for the purpose of this assessment only and has not been submitted as another form of assessment at Melbourne Polytechnic or any other tertiary institute. * I have retained a copy of this work for my reference in the event that this application is lost or damaged. * I give permission for Melbourne Polytechnic to keep, make copies of and communicate my work for the purpose of investigating plagiarism and/or review by internal and external assessors. * I understand that plagiarism is the act of using another person’s idea or work and presenting it as my own. This is a serious offence and I will accept that penalties will be imposed on me should I breach Melbourne Polytechnic’s plagiarism policy. | | | |
| Student Signature | X | Date |  |
| Please note that your assignment will not be accepted unless you have:   * Completed all sections of the assignment * Acknowledged all sources of other people’s contributions including references and Students’ names for group work assessments * Completed all areas of this Student assignment cover sheet. | | | |