# **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 2 -Evaluate strategic plan and propose changes |
| 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 2: Case Study: Evaluate strategic plan and propose changes

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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 2 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 * You have two 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 Details

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| This assessment task is based on the case study for the fictional educational institution ‘YAT College’. You will use this case study while working on assessments throughout the rest of this unit.   |  |  | | --- | --- | | ***Note:*** | ***The case study is published in Moodle together with this assessment document. .*** |   Carefully read the case study and then proceed with working on the given tasks according to the role assigned to you. You will have to answer all task questions in accordance with the instructions provided. When answering the questions:   * You may need to conduct additional research to complement the information provided in the case study. * You must present your responses in the designated answer areas for each question using plain English vocabulary appropriate to your assigned ICT support role. * In your answers you must use your own words unless quouting from a source. Quotations must be recognisable (e.g., put in quotation marks) and should not make up more than 50% of your answer. Plagiarism will result in disciplinary action in accordance with [Melbourne Polytechnic Student Discipline Policy](https://www.melbournepolytechnic.edu.au/media/2573/student-discipline-policy.pdf). * You must list the sources you used in your research when asked to do so or when proving a quote. The sources you list must be relevant and precise (e.g., proper URL link to the source and include a page number or section description as appropriate).  |  |  | | --- | --- | | ***Note:*** | ***In this task you will have to report your findings to your manager and wait up to three working (3) days for a response. Because you cannot submit your ssessment without evidence of your managers response, make sure to present your findings to your manager at least 3 days before the assessment due date.*** | |

## Tasks and questions

Based on the case study, you are to analyse the YAT College strategic plan and document measurable actions for the ICT objectives

#### Analyse strategic plan and document measurable actions for the ICT objectives

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| 1 | Answer the questions relating to the strategic plan of YAT College in the corresponding sections below. | | |
| ANSWER | | | SATISFACTORY | UNSATISFACTORY |
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| 1. **Provide a brief overview of the organisation and its business.**   **Type your response below this line and limit your answer to between 50 – 100 words (excluding references).** | | | |
| YAT College is a private training institution located in South Melbourne. It specializes in vocational education and training, offering a variety of certificate and diploma courses across various fields. It is open to full-time and part-time students, offering flexible study options and access to campus resources. | | | |
| 1. **For each ICT objectives of the case study propose and describe actions by which the objective can be accomplished and how you would measure success of the action.**   **Type your response below this line and limit your answer to between 100 – 200 words in total (excluding references).** | | | |
| |  |  |  | | --- | --- | --- | | **List the objective** | | **Describe measurable actions by which the objective can be accomplished** | | **1** | Study migrating critical on-premises application services to the cloud within the next 3 months. | 1. Research cloud service providers and their products. 2. Evaluate the feasibility of migrating these services to the cloud. | | **2** | Deploy LMS system infrastructure in the cloud within the next 6 months. | 1. Migrate LMS applications from existing on-premises servers to cloud environments. 2. Conduct thorough testing to ensure cloud LMS functionality, performance. | | **3** | Achieve 99.9% availability of critical systems within the next 12 months. | 1. Conduct regular performance reviews to identify areas for improvement and optimize systems. 2. Enhanced monitoring capabilities to proactively identify issues before they impact service availability. | | | | |

#### Summarise current ICT environment

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| 2 | Briefly summarise the current ICT environment of YAT College.  Type your response below this line and limit your answer to between 100 – 200 words in total (excluding references). | | |  |
| ANSWER | | SATISFACTORY | UNSATISFACTORY | |
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| The current ICT environment at YAT College offers a variety of vocational education and training programmes. It has the deployment of network infrastructure, Active Directory services, and services such as DHCP and DNS. The college’s systems run on Windows Server 2019, with key functions outsourced to ensure reliability. The Learning Management System (LMS) runs on a local server using MySQL. Email services are provided through Office 365, and data storage is supported by NAS servers. Secure your network with access control through Active Directory permissions. The current LMS server, while functional, has reached its performance limits and needs to be upgraded to meet future needs. | | | | |

#### Conduct a gap analysis

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| 3 | For each of the ICT objectives, complete a row in the Gap Analysis table below (a description must be provided in each column). You may use bullets and short descriptions.  Type your responses in the Gap Analysis Table in the answer section below and limit your answer to between 200 – 500 words in total (excluding references). | | | |  | |
| ANSWER | | SATISFACTORY | UNSATISFACTORY | | |
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| | **Gap Analysis Table** | | | | | | | --- | --- | --- | --- | --- | --- | | **ICT Objective** | | **Current State** [of what the objective refers to] | **Future State** [of what the objective refers to] | **Gap** [what is needed to get from the current to the future state] | **Technology/processes to be used to close the gap** | | **1** | Study migrating critical on-premises application services to the cloud within the next 3 months. | YAT College relies heavily on internal servers | Transition critical on-premises application services, starting with the LMS, to the cloud. | High dependence on internal server infrastructure brings risks. | Migrate on-premises services to cloud-based infrastructure as a service and software as a service. | | **2** | Deploy LMS system infrastructure in the cloud within the next 6 months. | LMS runs on Windows Server 2019 with MySQL database. Server availability rating: 99.2%. CPU cores: 2, Memory: 16 GB, Storage: 100 GB OS partition, 800 GB Database partition | LMS system hosted in the cloud with 99.9% availability. CPU, memory, and storage resources increased by at least 100%. OS and application software versions remain the same. | Upgrade hardware resources and transition to cloud infrastructure. | Utilize cloud migration tools, implement Infrastructure as a Service (IaaS), ensure high availability configuration, utilize virtualization, implement robust backup and disaster recovery solutions, monitor and manage cloud resources, ensure compliance and security. | | **3** | Achieve 99.9% availability of critical systems within the next 12 months. | Current ICT services are operational but may experience performance degradation under increased load. | ICT services operate with high reliability and meet 99.9% availability requirements. | Current communications technology infrastructure may not be robust enough to meet growing demands without degrading. | Implement redundancy and load balancing technologies to improve system reliability. | | | | | | |

#### Summarise improvement opportunities and proposed changes

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| 4 | For each of the ICT objectives, briefly list the expected improvement opportunities and indicate proposed changes. Provide high-level descriptions only; you may use bullets and short descriptions.  Type your response in the answer section below and limit your explanation to between 100 – 300 words (excluding references). | | | |  |
| ANSWER | | SATISFACTORY | UNSATISFACTORY | | | |
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| |  |  |  |  | | --- | --- | --- | --- | | **List the objective** | | **List the expected improvement opportunities** | **Indicate proposed changes** | | **1** | Investigate options for transitioning critical on premises application servicesto the cloud. This investigatiol must be completed within the next 3 months. (End of June 2024) | * Accessing services from any location becomes more convenient. * Accommodating a larger user base without the necessity of additional equipment purchases. * There's a potential for cost reduction through utilizing pay-as-you-go cloud services. * Strengthened disaster recovery and continuity functionalities for businesses. | * Perform extensive investigation into different cloud service providers. * Determine whether the computer programs. * Deploy cloud-based solutions as substitutes for on-premises services. * Educate personnel on proficiently managing and utilizing cloud resources. | | **2** | Deploy the LMS system infrastructure in the cloud within the next 6 months.  (End ofseptember 2024) | * Enhanced accessibility for students and staff regardless of their location. * Ability to scale up to manage higher user traffic during peak periods. * Cloud platforms offer advanced security measures and data protection features. * Decreased maintenance expenses and hardware overhead. | * Choose an appropriate cloud service provider and transition the lMS system. * Set up the cloud infrastructure to ensure top-notch performance and dependability. * Deploy backup and disaster recovery solutions in the cloud environment. * Educate administrators and users in efficiently utilizing the cloud-based lMS platform. | | **3** | Achieve 99.9% availability for critical systems within the next 12 months. (End of March 2025) | * Decreased operational downtime and service interruptions, resulting in heightened productivity levels. * Users experience increased satisfaction through consistent access to essential systems. * Augmented disaster recovery capabilities are implemented to reduce potential risks. * Stakeholders' trust in the reliability of IT services is bolstered. | * Ensure redundancy and failover mechanisms are in place for critical systems. * Improve monitoring and alerting systems to detect issues early. * Regularly perform audits and tests to verify system resilience. * Create thorough documentation and response protocols for incident management. | | | | | | | |

#### Compose formal email and send it to your superior

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| You have completed your analysis of the YAT College strategic plan and documented measurable actions for the ICT objectives.  You are now ready to report the summary of your findings to management and seek approval for continuing work on the project. You will do this by composing a formal email containing the summary of your findings and sending the email to your superior.  The email must use appropriate etiquette when communicating with clients and colleagues in the work context.   |  |  | | --- | --- | | ***Note:*** | ***Your teacher will take on the role of the YAT College Network Manager and act as your superior. For email communication use your teachers name and email address.*** | |

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| 5 | To demonstrate your ability to select and use appropriate work-place conventions and protocols when interacting with others, you are to compose and send an email to your superior [use email address and name of your teacher] to report your findings.  This email must contain:   * Subject line indicating context of the email * Introductory section:   + Stating the purpose and the content of the email.   + Requesting feedback and asking for confirmation to continue with the work on the project.   Limit your answer to between 25 – 100 words.   * The summary report of findings from your investigation (copy of your answer to questions 3 and 4 in this assessment). * Courteous email conclusion and your name (or signature)   Take a screenshot of the email that you have sent to your superior. The screenshot must clearly show the message date/time, recipients, subject line and the complete message body of the email sent to your superior.  Paste the screenshot in the answer area below. | | |
| Answer | | SATISFACTORY | UNSATISFACTORY | |
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#### Confirm your reporting meets the required professional

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| Your superior will reply to you withing three working days and either confirm that you can continue with the project or ask you to make corrections. You must address any issues raised by your superior, until you obtain confirmation to continue with the project.  You are to provide evidence that your report was received by your superior and that you can go ahead and continue with the project. |

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| 6 | Take a screenshot of the email in which your manager confirms the receival of your report and lets you know that you can continue with the project.  The screenshot must clearly show the message 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. | | |
| Answer | | SATISFACTORY | UNSATISFACTORY | |
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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 | WangYiZhuo | 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. | | | |