Task 1

Your first task is to read through your inbox and assign priority levels (Low, Medium or High) to the following emails. You should aim to spend approximately 5-10 minutes on this task.

## Organisation Chart

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| Item 1 – Filling in for Jenny Foster | | |
| **From:** | John Gates |
| **Sent:** | 06 November 08:10 |
| **To:** | Alex Taravel |
| **Subject:** | Filling in for Jenny Foster |

Hi Alex,

Thanks again for acting in Jenny Foster’s role while she is away. As I mentioned during our call, it is currently unclear when Jenny will be returning to work and it is important that we continue to make progress on the school canteen initiative in her absence. The main priority currently is to finalise the project plan. As we can’t afford any delays with this project, please don’t hesitate to let me know if there are any issues or information that you require while you are acting in Jenny’s role.

Kind regards,

John

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| **John Gates, Metro Region General Manager**  **Department of Social Affairs**  email: john.gates@dsa.gov.au  web: dsa.gov.au |

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| Item 2 – Project Plan |

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| **From:** | John Gates |
| **Sent:** | 03 November 15:46 |
| **To:** | Jenny Foster |
| **Subject:** | Project Plan |

Hi Jenny,

I have sent through several project plans that have been provided by Project Officers in the Department. I have a meeting with Emily Nguyen on Friday and she wants to see a clear plan of action. As you know, we are hoping to get the large scale rollout completed by the middle of 2020. Before then, however, we need to consider things like getting the research report completed, internal consultation within our department, as well as community consultation and obtaining labour to carry out the tasks. Could you please review the attached project plans and provide your recommendations?

Thanks,

John

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| **John Gates, Metro Region General Manager**  **Department of Social Affairs**  email: john.gates@dsa.gov.au  web: dsa.gov.au |

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| Item 3 – Service Quotes |

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| **From:** | John Gates |
| **Sent:** | 04 November 08:35 |
| **To:** | Jenny Foster |
| **Subject:** | Service Quotes |

Hi Jenny,

We have obtained quotes from several consulting firms that may be able to assist us with the large scale rollout of the school canteen initiative. Can you please review these quotes and provide some recommendations?

Thanks,

John

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| **John Gates, Metro Region General Manager**  **Department of Social Affairs**  email: john.gates@dsa.gov.au  web: dsa.gov.au |

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| Item 4 – Fit Earth Sydney |

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| **From:** | Sally King |
| **Sent:** | 06 November 12:15 |
| **To:** | Alex Taravel |
| **Subject:** | Inner West Parklands |

Hi Alex,

I’m getting in touch because I understand your agency supports grassroots projects organised by community organisations. I work with a small community group in Sydney’s Inner West and our main focus is on running small group fitness classes within our local parks. We are a not-for-profit organisation and our classes are aimed at youth who may not engage in physical exercise otherwise. We are currently putting together a project to create a social sports club where local youth can play sport in a more structured environment. Would you be able to provide me with some information as to how to apply for one of your grants? As you can understand, being a small community organisation, we have very little financial resources and any support your agency could provide would make a strong impact.

Thanks in advance,

Sally

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| **Sally King, Northern Region Manager**  **Fit Earth Sydney**  email: sally.king@FES.org.au  web: FES.org.au |

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| Item 5 – Staff Issues | | |
| **From:** | Andrew Hodges |
| **Sent:** | 06 November 09:10 |
| **To:** | Alex Taravel |
| **Subject:** | Staff Issues |

Hi Alex,

Recently, Jenny Foster raised some staff-related issues and as you are currently acting in her role I feel it is important that you are aware of them. Jenny noticed that there have been some concerning changes in Julie Watkins’ behaviour. She was previously one of our top performers. Jenny informed me that over the past two months, Julie seems to be taking particularly long lunch breaks and there are times when she comes to work quite late and leaves work quite early. There are concerns that this may have an impact on achieving the deadlines set for some of the projects that she is working on, especially tasks she is currently completing for the school canteen project.

It has also been brought to Jenny’s attention that Ben Smith seems to be juggling several large projects lately and she is worried about the size of his workload. Ben is responsible for looking after Sarah Taylor (a Projects Graduate) and his current workload may impact upon how much time he can spend supporting and mentoring Sarah.

Kind regards,

Andrew

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| **Andrew Hodges, Human Resources Manager**  **Department of Social Affairs**  email: andrew.hodges@dsa.gov.au  web: dsa.gov.au |

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| Item 6 – Projects Graduate |

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| **From:** | Sarah Taylor |
| **Sent:** | 06 November 09:45 |
| **To:** | Alex Taravel |
| **Subject:** | School Canteen Project |

Hi Alex,

As part of my role as a Projects Graduate, I have been supporting Ben Smith with the School Canteen Project, particularly around researching potential consultancy firms that may be able to assist us with the project. I heard that you are taking the lead on this project while Jenny Foster is away and wanted to see if there is anything that I can do to assist and whether there have been any updates from John Gates, especially as Ben is away today.

Regards,

Sarah

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| **Sarah Taylor, Projects Graduate**  **Department of Social Affairs**  email: sarah.taylor@dsa.gov.au  web: dsa.gov.au |

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| Item 7 – Supplies | | |
| **From:** | John Gates |
| **Sent:** | 03 November 10:15 |
| **To:** | Andrew Hodges, Jenny Foster, Sally Wong |
| **Subject:** | Supplies |

Hi team,

Some staff members have recently raised concerns about being unable to access equipment that they require for their statistical analysis because it has gone missing. This is not the first time this has occurred and it is essential that we address this issue. Please let me know if you have any insights into why this issue may be occurring and any potential solutions that we may be able to implement.

Regards,

John

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| **John Gates, Metro Region General Manager**  **Department of Social Affairs**  email: john.gates@dsa.gov.au  web: dsa.gov.au |

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| Item 8 – Technology Solution |

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| **From:** | John Gates |
| **Sent:** | 04 November 08:52 |
| **To:** | Alex Taravel |
| **Subject:** | Technology Solution |

Hi Alex,

We are tossing up between multiple technology solutions to incorporate into our school canteen program to help us manage the rollout and the schools manage their own inventories and ordering. I have attached the information about the technology solutions of the five providers we have shortlisted. Could you please have a look at these and provide your recommendations?

We are looking for a provider who can deliver the following:

* A cloud-based software solution
* Strong security to protect the system from being inappropriately accessed
* Data is stored confidentially
* Appropriate functionality is available, to make it easy for schools to order and manage their inventory and invoice food suppliers
* No extra costs

Thanks,

John

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| **John Gates, Metro Region General Manager**  **Department of Social Affairs**  email: john.gates@dsa.gov.au  web: dsa.gov.au |

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| Item 9 – Project Summary |

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| **From:** | John Gates |
| **Sent:** | 06 November 12:43 |
| **To:** | Alex Taravel |
| **Subject:** | Project Summary |

Hi Alex,

The team looking after the pilot of the school canteen initiative have sent some material through and as the DSA Director has now approved the large scale rollout of the project, we would like to put out a press release. Can you please prepare a short project summary covering the pilot findings and next steps to help assist the team developing the press release?

As part of the next steps, can you please briefly outline your recommendations for the most suitable project plan, service quote, and technology solution for this project? Please include an explanation for why these options are the most suitable for this project.

I have forwarded the material to you. This will need to go out before the next stage of the project starts.

Thanks,

John

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| **John Gates, Metro Region General Manager**  **Department of Social Affairs**  email: john.gates@dsa.gov.au  web: dsa.gov.au |

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