# Case study assessment

## Criteria

### Unit code and name

ICTCLD401 | Configure cloud services

ICTICT428 | Select cloud storage solutions

### Qualification/Course code and name

ICT40120 | Certificate IV in Information Technology

## Student details

### Student number

### Student name

## Assessment declaration

Note: If you are an online student, you will be required to complete this declaration on the TAFE NSW online learning platform when you upload your assessment.

This assessment is my original work and has not been:

* plagiarised or copied from any source without providing due acknowledgement.
* written for me by any other person except where such collaboration has been authorised by the Teacher/Assessor concerned.

### Student signature and date

Version: *20230613*

Date created: *10 August 2018*

For queries, please contact:

Technology and Business Services SkillsPoint

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RTO Provider Number 90003 | CRICOS Provider Code: 00591E

This assessment can be found in the: [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The aim of this assessment is to assess your knowledge and performance in a wide range of information and communications technology (ICT) roles and apply a broad range of skills in varied work contexts, using problem solving skills and effective communication with others. |
| **Assessment event number** | 3of4 |
| **Instructions for this assessment** | This is a case study assessment that assesses your knowledge and performance of skills required by the unit.  This assessment is in five parts:   1. Determine cloud storage solution requirements 2. Evaluate cloud storage solutions 3. Review SLAs for cloud storage options 4. Select the best cloud storage solution 5. Develop and document implementation plan   And is supported by:   * Assessment feedback * Supporting documents   **Note**: This assessment may contain links to external resources. If a link does not work, copy and paste the URL directly into your browser. |
| **Submission instructions** | On completion of this assessment, you are required to submit it to your Teacher/Assessor for marking. Where possible, submission and upload of all required assessment files should be via the TAFE NSW online learning platform. It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment you must answer all the questions correctly.  If a resit is required to achieve a satisfactory result it will be conducted at an agreed time after a suitable revision period. |
| **What do I need to provide?** | * TAFE NSW student account username and password. If you do not know your username and password, contact your campus or service centre on 131601. * Computer or other device with word processing software and internet access * Writing materials, if required * Calculator, pens, measuring equipment |
| **What the Teacher/Assessor will provide** | Access to this assessment, learning resources and the following resource links.   * information about organisations as referred to in the scenarios.   + [Gelos Enterprises](https://share.tafensw.edu.au/share/file/d0b458dc-3922-409d-b1fe-9a2f785f4a38/1/GelosEnterprises.zip/index.html)  (Long URL: https://share.tafensw.edu.au/share/file/d0b458dc-3922-409d-b1fe-9a2f785f4a38/1/GelosEnterprises.zip/index.html)   Access to the supporting documents in the [Cl\_Cloud\_AE\_CS3of4\_Appx](https://share.tafensw.edu.au/share/items/633cddf6-04a2-4a48-8d5f-0f4d1b0c6af7/0/?attachment.uuid=a76a8ea1-a12a-45c9-93f7-37f82a99aab3) zipped folder including the following documents.   * Scenario – Memorable Media.pdf * GE\_Email-template.dotx * GE\_Records-Information-Management-ICT-Procedure   At the time of writing this assessment, the versions and links of these resources were correct. It is expected that over time this may change. Contact your Teacher/Assessor if there are any issues associated with a resource.  In addition, your Teacher/Assessor may prefer a suitable alternative resource. They will let you know if there are any alterations to the prescribed resources. |
| **Due date**  **Time allowed**  **Location** | Refer to the **Unit Assessment Guide** for due dates.  **Four** hours (indicative only). However, there is no time limit for students to complete this assessment.  Assessment is to be completed out of class. |
| **Assessment feedback, review or appeals** | In accordance with the TAFE NSW policy *Manage Assessment Appeals,* all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within **14 working days** of the formal notification of the result of the assessment.  If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher/Assessor or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher for the assessment appeals procedures at your college/campus. |

## Specific task instructions

The instructions and the criteria in the case study will be used by the Teacher/Assessor to determine whether you have satisfactorily completed the case study scenario. Use these instructions and criteria to ensure you demonstrate the required knowledge.

This assessment requires the student to record information within the body of the assessment where indicated.

## Part 1: Scenario

Refer to the following scenario that **relates to all tasks within this assessment.**

Please ensure you take note of the volume of response requirement where indicated.



Figure – Gelos Enterprises logo © TAFE 2021

You work as a **Trainee ICT consultant** in the ‘Operations Department’. To gain a better understanding of *Gelos Enterprises,* access their website (see '**What the Teacher/Assessor will provide**' section at the start of this document) and review the following sections:

* Home
* Intranet
  + Policies and Procedures – includes standards, guidelines and organisational requirements relating to work health and safety (WHS) and sustainability.
  + Administration (Organisational chart)
  + Templates (e.g., ICT Maintenance Plan template, Email template)

You should also ensure you download the [Cl\_Cloud\_AE\_CS3of4\_Appx](https://share.tafensw.edu.au/share/items/633cddf6-04a2-4a48-8d5f-0f4d1b0c6af7/0/?attachment.uuid=a76a8ea1-a12a-45c9-93f7-37f82a99aab3)zipped folder for additional documents related to this assessment (see '**What the Teacher/Assessor will provide**' section at the start of this document).

## Part 1: Determine cloud storage solution requirements

In this part of the assessment, you will be analysing an organisation’s data storage requirements, adherence to legislative requirements, and guidelines relating to the storage of information. Read through the scenario carefully, perform each task and provide the required evidence.

You have been provided with the required supporting documents in the [Cl\_Cloud\_AE\_CS3of4\_Appx](https://share.tafensw.edu.au/share/items/633cddf6-04a2-4a48-8d5f-0f4d1b0c6af7/0/?attachment.uuid=a76a8ea1-a12a-45c9-93f7-37f82a99aab3)zipped folder (see '**What the Teacher/Assessor will provide**' section at the start of this document).

Scenario:

Gelos Enterprises had been contacted by a client organisation called ‘Memorable Media’, seeking consultation services for leveraging cloud-based storage solution to meet the rapidly growing storage requirements of their business.

**Scope of your responsibility**

As a trainee ICT consultant at *Gelos Enterprises*, you’ve been assigned the task of investigating and documenting ‘Global Media’s data storage requirements and any guidelines relating to the storage of information that should considered by Gelos Enterprises before recommending a cloud-based storage solution.

Refer to the Scenario – Memorable Media (PDF) document for detailed information on data storage requirements and guidelines.

Task:

Review *Memorable Media’s* data storage requirements, guidelines and industry standards and document your findings using the answer table provided.

Your answer should be a minimum of **150** words but no longer than **250** words for this task.

Answer:

Table - Answer table for Part 1

| Criteria | Comments and notes |
| --- | --- |
| 1. Business needs and requirements that needs to be addressed: |  |
| 1. Define required cloud data storage workload: |  |
| 1. Data and security risks to be considered: (including any legislative considerations) |  |

## Part 2: Evaluate cloud storage solutions

In this part of the assessment, you will be comparing different cloud computing solutions, models and services that would meet the client organisation *Memorable Media’s* data storage requirements.

Task:

Identify three potential cloud storage options from three different cloud providers that can meet Memorable Media’s storage requirements. Document your evaluation for the list of criteria (1 to 8) in the answer table provided.

Answer:

Table - Answer table for Part 2

| Criteria | Cloud storage option 1 | Cloud storage option 2 | Cloud storage option 3 |
| --- | --- | --- | --- |
| 1. Name of cloud provider. |  |  |  |
| 1. Cloud computing solutions, models and services |  |  |  |
| 1. Data  *(Note: include any calculations and costs for data storage)* |  |  |  |
| 1. Security |  |  |  |
| 1. Performance *(Note: include numerical information)* |  |  |  |
| 1. Usability |  |  |  |
| 1. Broader organisational benefits |  |  |  |
| 1. Detriments to be considered |  |  |  |

## Part 3: Review SLAs for cloud storage options

In this part of the assessment, you will be reviewing the Service Level Agreements (SLAs) for the three cloud storage options previously identified in Part 2.

Task:

Review the SLAs for the three cloud storage options previously identified and document your review findings for each of the listed criteria (1-10) in the answer table provided.

Your answer should be a minimum of **300** words but no longer than **400** words for this task.

Answer:

Table - Answer table for Part 3

| SLA review criteria | Cloud storage option 1 | Cloud storage option 2 | Cloud storage option 3 |
| --- | --- | --- | --- |
| Name of cloud provider and cloud storage solutions. |  |  |  |
| 1. Hidden costs |  |  |  |
| 1. Ownership of data |  |  |  |
| 1. Disaster recovery |  |  |  |
| 1. Rights to retrieval |  |  |  |
| 1. Availability |  |  |  |
| 1. Performance |  |  |  |
| 1. Security standards |  |  |  |
| 1. Audit rights |  |  |  |
| 1. Data storage location |  |  |  |
| 1. Dispute mediation process |  |  |  |

## Part 4: Select the best cloud storage solution

In this part of the assessment, you will be discussing your comparison of the different cloud computing solutions, models, and services you’ve evaluated and recommend the best solution for the client.

Read through the scenario carefully, perform the task and provide the required evidence.

Scenario:

Your client *Memorable Media* had previously requested the following information from you:

* a comparison of three different cloud computing solutions, models and services that can meet their business requirements and needs.
* a detailed review of the SLAs of the three potential cloud service providers so that they can make an informed decision on which option would best meet their business requirements and needs.

Since you’ve now completed your analysis, you are ready to send an email to your client in response for their request.

Client representative: Blake Morgan

Email contact address: blake.morgan@memorablemedia.com.au

Task:

Draft an email to your client representative discussing the following.

1. The different cloud computing solutions, models, and services available that can meet their business requirements, with a summary of the comparison of the three solution options.
2. The best cloud computing service and/or cloud storage solution you would recommend to the client as a result of the overall comparisons and review of SLA terms of each provider.
3. Seek feedback regarding the client’s appraisal of your recommendation.

Use the *Gelos Enterprises* Email template to draft your email and paste a copy of it in the **Answer:** section as evidence of completing this task.

Your answer should be a minimum of **200** words but no longer than **300** words for this task.

|  |
| --- |
|  |

## Part 5: Develop and document implementation plan

In this part of the assessment, you will be developing and documenting an implementation plan for the selected cloud storage solution that meets the client organisation *Memorable Media’s* data storage requirements.

Your client has responded to your recommendation email in the previous part (Part 4) and indicated they are happy with your recommendations; however, they have asked that you provide an implementation plan and include graphical representation to assist with explanation.

Task:

Develop and document your cloud solution implementation plan by:

1. Presenting your implementation plan in the form of a diagram, indicating each component/item in the plan with clear labelling.
2. Outlining the implementation steps in sufficient detail. (approx. 100 – 200 words)
3. Draft an email to your client representative and include the above information.

Note: Use the *Gelos Enterprises* Email template to draft your email and paste a copy of it in the Task 3 answer box as evidence of completing this task.

Evidence of task completion:

1. Graphical representation of the cloud storage solution implementation plan.



1. Detailed steps of the implementation plan.
2. Draft email.

## Part 6: Save and store user documentation

You've sent the finalised implementation plan via email to the client representative. This may be required by the client again in the future to use as documentation to understand the implementation process. As such, your manager has asked you to ensure that all versions of the documents you've created have been stored according to the Gelos Enterprises policies and procedures for Document, storage, and version control.

Task:

Store your report according to the organisational policy and procedure. To do this: Create a folder structure that matches the organisation's requirement.

Store all versions of your documentation including:

* comparison tables
* recommendations
* implementation plan and diagram

in the applicable folder structure according to the organisational procedure contained in **GE\_Records-Information-Management-ICT-Procedure.pdf**.  
The documents should be stored in the [Cl\_Cloud\_AE\_CS3of4\_Appx](https://share.tafensw.edu.au/share/items/633cddf6-04a2-4a48-8d5f-0f4d1b0c6af7/0/?attachment.uuid=a76a8ea1-a12a-45c9-93f7-37f82a99aab3)/Document\_Storage sub-folder.

Evidence of task completion:

1. **Screenshot showing specified documents stored in correct location.**



## Assessment feedback

*NOTE: This section must have the Teacher/Assessor and student signature to complete the feedback. If you are submitting through the TAFE NSW online learning platform, your Teacher/Assessor will give you feedback via the platform.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor feedback

Has the assessment declaration for this assessment event been signed and dated by the student?

Are you assured that the evidence presented for assessment is the student’s own work?

Was reasonable adjustment in place for this assessment event?

*If yes, ensure it is detailed on the assessment document.*

*Comments*:

### Assessor name, signature and date

### Student acknowledgement of assessment outcome

*Would you like to make any comments about this assessment?*

### Student name, signature and date