**DELOITTE TECHNOLOGY CONSULTING INTERNSHIP TASKS:**

### **MODULE1: Technology Strategy & Innovation**

**TASK1: Client Discovery**

### **Here is the background information on your task**

We’ve recently been engaged by a new financial services client, MyBank, to help them understand how they can further expand their business. They’ve proposed the idea of introducing an online banking solution, so we’ll need to provide them with enough information for them to make an informed decision.

MyBank is located in Australia and provides a comprehensive and integrated range of financial products and services. Their key product and service offerings are:

* Retail Banking
* Business Banking
* Private Banking
* Wealth Management

The client is growing rapidly, with an annual turnover of approximately $50 billion last year, and approximately 50,000 employees across Australia.

### **Here is your task**

**What are the technology considerations for implementing an online banking solution?**

Consider the range of technologies currently being used across the financial services sector and don’t be afraid to consider emerging technologies and how they can be leveraged in this context. Use the below link to Deloitte Insights to get a view of some interesting new technologies being utilised across a range of industries.

Use slide 1 of the PowerPoint template provided to guide your response to this task.

As a Consultant, the way in which information is presented is very important so please take time to develop the look and feel of your PowerPoint slide.

Use the below link to Deloitte Insights to get a view of some interesting new technologies being utilised across a range of industries

**TASK2 : Design a business case**

### **Here is the background information on your task**

We are now up to step two of this new engagement with MyBank. This is where we develop a high-level business case to present to the board.

We need your help in developing the materials that we present to the client. For this particular task, it is important to remember the audience. In this case, we need to make sure the look and feel of the presentation is professional and appropriate for the senior stakeholders attending.

**Here is your task**

A business case is a justification for a proposed project on the basis of its expected commercial benefit.

Your business case should include information on:

* A summary of background information and introduction of the problem – Task 1 will be useful here
* The solution options considered
* Details on the recommended solution
* The benefits to be gained
* The costs to be incurred
* Key potential risks
* High level timeframes for the project

**TASK3: Considerations for Mobilisations**

### **Here is the background information on your task**

We are in the final stages of preparing this presentation for our client.

This is where we document important considerations during implementation so that the client has clarity on their required level of commitment.

**Here is your task**

Have a think about what we need to consider before commencing the implementation - consider time frames, resource requirements, delivery approach and cost estimates needed to achieve this project successfully

### **MODULE2: Optimization and Delivery**

**TASK1: Define the Project approach(conduct an initial market scan to evaluate and select a new financial accounting system)**

### **Here is the background information on your task**

SectorMetric has been steadily growing its presence in Australia and New Zealand over the last few years. SectorMetric went public earlier this year with the ASX listing, providing increased opportunities for further growth. As a result, its existing financial accounting solution in its current form will not meet SectorMetric’s growing future needs.

The finance team is looking to upgrade the existing Accounting software with an integrated cloud based financial system. SectorMetric have therefore engaged Deloitte to guide them through the technology evaluation and selection process.

**Here is your task**

SectorMetric has asked Deloitte to advise and guide them through the market scan, evaluation and selection process for a new financial accounting system for the organisation.

With a clear understanding of the scope and timelines (outlined above) you will need to complete an assessment of the Financial Accounting Software available.

Please provide us with a project plan that covers the following items and elaborate what each item will contain. We want to make sure that we present a strong approach to our client so that they are confident that we are able to leverage our previous experience within the technology evaluation and selection space.

Your plan should be summarised into a 2-3 slide Powerpoint deck covering the following:

* Understanding of scope
* Understanding of requirements
* Initial draft timelines
* Initial resource plan
* Estimation of fees
* Risks / issues / dependencies.

**TASK2 : Conduct a Market Scan(Evaluate the market to understand what potential solutions are available to meet Sector metric’s requirement)**

### **Here is the background information on your task**

We have successfully presented our project plan and approach to our clients in SectorMetric with positive feedback received. We are now up to the project phase.

Market scans for technological solutions are usually conducted through a combination of desktop research and talking to the owner of the solution. Technological solutions are matched against “best-fit” criteria, then further matched against client capabilities.

**Here is your task**

Now that you have a clear understanding of SectorMetric’s requirements (outlined in Task 1), conduct a market scan to understand the potential solutions available.

From this you should be able to:

1. Compile a list of technology solutions and include rationale (why they were considered/ what can they provide)
2. Use the detailed capability assessment provided and define a list of potential technological solutions (potentially 2-3 solutions that come closest to meeting the client’s requirements).
3. Provide the client with a status update, illustrating the above findings within 2-3 slides. Don't forget to outline the next steps that they should take.

**TASK3: Further analysis and solution presentation**

### **Here is the background information on your task**

We are up to the final phase of our engagement with SectorMetric. This is where we present SectorMetric with our research on technological solutions and their appropriate providers. We must also conduct an initial feasibility assessment and a high-level implementation plan for integrating the technology solution.

**Here is your task**

Conduct further analysis on the selected technology solution provider and their service offering through a Request for Proposal (RFP).

You will need to:

1. Read through the RFP sample provided and create an evaluation matrix template to help you easily capture the responses. Note that you won’t have to reach out to the solution providers but have a think of what their responses would be. Make sure to keep it brief.
2. Using the prepopulated evaluation matrix, determine the most appropriate and feasible option, and present your findings to SectorMetric. Don’t forget to demonstrate and justify how you came to your proposed solution. Make sure you highlight the key attributes including cost and comparison between the client criteria and technology service scope.
3. Include a high-level implementation plan on how you will implement the most suitable solution.

### **MODULE3: Cloud Engineering**

**TASK1: Understanding the cloud computing**

### **Here is the background information on your task**

One of our clients, a large Australian university, is planning its IT portfolio spend over the next 5 years. The University currently runs 350 applications to maintain its services to students, researchers and staff.  They are considering a wide variety of solutions and platforms to meet their needs with their innovation team raising Cloud as a potential option.

The client has set up an initial meeting with Deloitte and has invited key stakeholders from both IT and the business. The objective of the meeting is to gain a deeper understanding of Cloud and assess if this aligns with their vision and technology portfolio.

**Here is your task**

Matt, your Director on this engagement, has asked you to help prepare a PowerPoint slide on the fundamentals of Cloud that will be presented during the initial meeting. He has asked you to have a think about what content to cover, including:

* Defining Cloud – what is Cloud Computing and what does it mean to this client?
* Cloud Characteristics – what are some of the key characteristics of Cloud?
* Cloud Capabilities – what could Cloud be used for in the context of the University?

The expected output is one PowerPoint covering the following:

* A brief definition of what Cloud Computing is
* 5 of the key characteristics of Cloud; and
* Some of the capabilities offered by Cloud.

You may wish to use the PowerPoint template provided, or get creative and make one of your own.

The following articles and websites may help you in understanding and defining Cloud:

* [https://aws.amazon.com/what-is-cloud-computing/](https://aws.amazon.com/what-is-cloud-computing/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)
* [https://azure.microsoft.com/en-us/overview/what-is-cloud-computing/](https://azure.microsoft.com/en-us/overview/what-is-cloud-computing/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)
* [https://cloud.google.com/what-is-cloud-computing/](https://cloud.google.com/what-is-cloud-computing/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)

**TASK2: Cloud Feasibility Assessment**

### **Here is the background information on your task**

Thank you for your help in getting the content for our first meeting across the line. The University Innovation team and IT leadership now have a much greater understanding of what Cloud Computing is and they really feel like the correct use of Cloud could help to alleviate some of the challenges they have been facing to date.

Whilst excited by the prospects, the team is also mindful of the scale and nature of the transformation and are concerned that the shift to Cloud introduces a large amount of change, and risk into a very traditional IT environment.  
  
Detailed below are a number of key facts about the University IT portfolio:

* High level of seasonality in IT use with some systems reaching peak capacities during enrolment
* Application downtime is prominent during peak periods
* A number of major legacy applications are in place
* A desire to provide access to external SaaS applications
* A number of applications are overprovisioned, typically using less than 40% of the capacity (compute, storage, memory) that they have allocated

**Here is your task**

To help bring them along on the journey, could you help us prepare a slide to outline and justify the benefits of a transition to Cloud and provide an overview of some of the risks and considerations that the University will need to start thinking about.

In putting this together, you may want to consider how Cloud adoption relates to some of the challenges that the University highlighted in their initial context and background as well as the characteristics that you identified previously. As for risks and considerations, there are a number of case studies around Cloud adoption published by Cloud Service Providers such as Amazon Web Services, Microsoft Azure and Google.

Summarise your findings in two PowerPoint slides with the following headings:

1. Cloud Benefits
2. Cloud Risks and Considerations

You may wish to use the PowerPoint template provided, or get creative and make one of your own.

The following articles and websites may help you in identifying benefits, risks and considerations for moving to Cloud:

* [https://www2.deloitte.com/au/en/pages/deloitte-private/articles/cloud-computing-deloitte-private.html](https://www2.deloitte.com/au/en/pages/deloitte-private/articles/cloud-computing-deloitte-private.html" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)
* [https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/risk/deloitte-uk-maintaining-control-in-the-cloud.pdf](https://www2.deloitte.com/content/dam/Deloitte/uk/Documents/risk/deloitte-uk-maintaining-control-in-the-cloud.pdf" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank) (Page 21)
* [https://aws.amazon.com/professional-services/CAF/](https://aws.amazon.com/professional-services/CAF/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)

**TASK3: Cloud Readiness Assessment**

### **Here is the background information on your task**

Thanks again for putting together those benefits, risks and considerations. The second round of presentations with the University IT Leadership team went well.

Whilst remaining aware of the risks you identified, they feel like the benefits and uplift to their environment is well justified. As a result, the team have decided to run a Proof of Concept or POC. A POC is a typical activity that our clients engage us for to test if their applications could run successfully in the Cloud and prove the art of what’s possible.

**Here is your task**

The team is unsure of which 5 applications to select for their POC and have asked us for assistance in conducting a Cloud readiness assessment. Could you help to develop a slide with criteria that indicates whether an application would be suitable for Cloud or not? Heya has already put together a few criteria to help get you started. You can find these in the template provided.

Once you have the criteria developed, could you apply these against the list of applications the University has provided to identify and prioritise the applications you would recommend for the POC?

Thanks again for your help.

Please present your findings on two PowerPoint slides with the following headings:

1. Criteria that makes an application suitable for Cloud
2. Prioritised list of applications and a brief justification as to why you would prioritise these applications.

You may wish to use the PowerPoint template provided, or get creative and make one of your own.

The following articles and websites may help you in identifying benefits, risks and considerations for moving to Cloud:

* [https://deloitte.wsj.com/cio/2012/06/22/4-criteria-for-determining-which-applications-to-put-in-the-cloud/](https://deloitte.wsj.com/cio/2012/06/22/4-criteria-for-determining-which-applications-to-put-in-the-cloud/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)
* [https://www.ibm.com/blogs/cloud-computing/2012/11/30/clouduitability-suitability-assessment-of-applications-in-cloud/](https://www.ibm.com/blogs/cloud-computing/2012/11/30/clouduitability-suitability-assessment-of-applications-in-cloud/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)
* [https://cloud.google.com/what-is-cloud-computing/](https://cloud.google.com/what-is-cloud-computing/" \t "https://in.insidesherpa.com/modules/FqFtWwQzNxJ8Qsh5H/_blank)