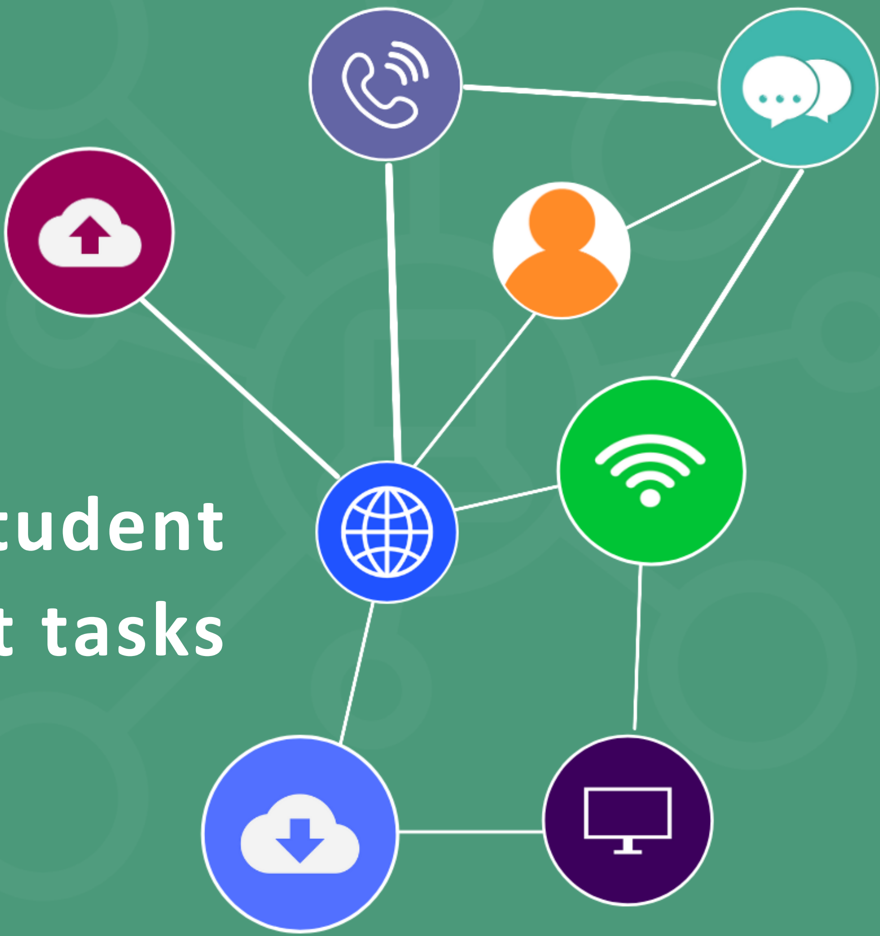
student
assessment tasks



ICTICT608

Interact with clients on a business level

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IT Works is a series of training and assessment resources developed for qualifications within the Information and Communications Technology Training Package.

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CONTENTS

Introduction

The assessment tasks for *ICTICT608 Interact with clients on a business level* are outlined in the assessment plan below. These tasks have been designed to help you demonstrate the skills and knowledge that you have learnt during your course.

Please ensure that you read the instructions provided with these tasks carefully. You should also follow the advice provided in the *IT Works Student User Guide*. The Student User Guide provides important information for you relating to completing assessment successfully.

Assessment for this unit

ICTICT608 Interact with clients on a business level describes the skills and knowledge required to interact with clients at a management level.

For you to be assessed as competent, you must successfully complete two assessment tasks:

- Assessment Task 1: Knowledge questions – You must answer all questions correctly.
- Assessment Task 2: Project – You must work through a range of activities and complete a project portfolio.

Assessment Task 1: Knowledge Questions

Information for students

Knowledge questions are designed to help you demonstrate the knowledge which you have acquired during the learning phase of this unit. Ensure that you:

- review the advice to students regarding answering knowledge questions in the *IT Works Student User Guide*
- comply with the due date for assessment which your assessor will provide
- adhere with your RTO's submission guidelines
- answer all questions completely and correctly
- submit work which is original and, where necessary, properly referenced
- submit a completed cover sheet with your work
- avoid sharing your answers with other students.

i	**Assessment information** Information about how you should complete this assessment can be found in Appendix A of the *IT Works Student User Guide*. Refer to the appendix for information on: • where this task should be completed • the maximum time allowed for completing this assessment task • whether or not this task is open-book. *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix C of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that.

Questions

Provide answers to all of the questions below:

1. Explain why is it important to understand change management when providing new products and/or services to meet a client's needs.

Because change management can understand the latest needs of customers at the first time and obtain the best results.

2. List at least three methods that can be used to find out about a client's business and their needs.

Observe customers, listen to customers, Let the customer say, Agree customer, Ask customers more

3. List key steps involved in a planning process relevant to the development of ICT solutions.

Application scenario classification, Evolution of standards

4. Assume that you need to report on client needs in the form of a project proposal. Describe what a project proposal is and what it should include:

Including project name, project content and project prospect.

5. Explain why it may be beneficial to develop a report about client needs following a meeting with a client to discuss their requirements. List three points that the report might include.

1. Complete understanding of customer needs

2. Avoid or eliminate errors

3. Better understanding of customers

6. Identify two types of hardware and two types of software products that are relevant to providing client services and support. The products you choose must be current products and relevant to industry. For each product, give a brief description of the product and at least two overall capabilities, as well as two features relevant to specific products.

Hardware/Software	Capabilities (2)	Features (2)
a. Service Cloud	1.Live massage 2. snap-In	1.chat bot 2. Field service
b. Freshdesk	1. Collaborative problem solving 2. Cross channel support	1. Tracking session 2. State of the art data security
c. Off office Galaxy	1. Regularly conduct physical inspection on servers, storage, network equipment and network lines2. Find hardware faults and hidden troubles	1. Determine the hardware fault point; 2.Regularly organize and update the server
d. Help Scout	1.Access to shared inboxes, 2. knowledge base software, 3. live chat	Features such as workflows and saved replies help save team time by automating manual tasks

7.

Assume that a company selling a range of IT hardware and software is keeping up to date with trends in the ICT industry, explain why this is important and then identify three types of products that it is possible they may sell in the future if they keep up with trends. To complete this question you will need to review trends in the ICT industry.

Because of the rapid development of network communication technology, the era of interconnection of all things has come.

1.gold 2. FMCG 3. electronic product

8. List four elements that a contract should include for it to be legally binding.

1. The actor has corresponding contracting capacity; 2. The expression of intention is true; 3. It does not violate mandatory laws or social and public interests. 4. Term of validity of the contract

9. List three examples of what could constitute an unfair contract term under consumer law.

1. The contract period is four months2. The five-year service period is only one year 3. 3-year service period only 2 years

10. Explain the purpose of an indemnification clause within a contract and service level agreement.

The purpose is to increase the cost of breach of contract to ensure that both parties perform the contents of the contract

11. List five key inclusions of a contract.

1. Specify contract price terms   2. Party information 3. Liability for breach of contract   4. Term of validity of the contract   5. Rights and obligations of the parties

12. Review the procedure for commonwealth procurement at the following link:

    https://www.finance.gov.au/sites/default/files/2019-11/CPRs-20-April-2019_1.pdf

    Explain in your own words how this government department ensures that value for money in contracting third parties is achieved.

    The government takes a small part of the responsibility as a platform for intermediaries.

    In the case of good partnership between the government and the third party, the government can get large orders and transport smoothly.

13. Give an outline of a procedure that an organisation might use for contracting.

There must be two or more parties. The expression of intention shall be made for the purpose of contracting between specific parties. There must be interaction between the parties.

14. Describe the key steps in a successful negotiation.

1. get ready   2. Opening Discussion 3. Concessions 4. Agreement

15. Summarise two key concepts of negotiation and how these can be used to build effective business relationships.

Talk about peace and judgment.

Establish business relationships through effective communication and negotiation skills

Assessment Task 1: Checklist

Student's name: Vollerei			
Did the student provide a sufficient and clear answer that addresses the suggested answer for the following?	Completed successfully?		Comments
	Yes	No	
Question 1			
Question 2			
Question 3			
Question 4			
Question 5			
Question 6a			
Question 6b			
Question 6c			
Question 6d			
Question 7			
Question 8			
Question 9			
Question 10			
Question 11			
Question 12			
Question 13			
Question 14			

Question 15			
Task outcome:	☐ Satisfactory		☐ Not satisfactory
Assessor signature:			
Assessor name:			
Date:			

Assessment Task 2: Project Portfolio

Information for students

You are required to prepare a proposal for the provision of services to a case study organisation. You will then meet with the prospective client to discuss your proposal and reach agreement on this.

You are required to assess the progress of the project, providing recommendations to resolve issues that have arisen. You will then modify your proposal to reflect any new agreements that have been made.

This assessment is to be completed in the simulated work environment in the RTO.

You will need access to:

- a suitable place to complete activities that replicates a business environment including a meeting space and computer and internet access
- your learning resources and other information for reference
- *Project Portfolio* template
- Simulation Pack.

Ensure that you:

- review the advice to students regarding responding to written tasks in the *IT Works Student User Guide*
- comply with the due date for assessment which your assessor will provide
- adhere with your RTO's submission guidelines
- answer all questions completely and correctly
- submit work which is original and, where necessary, properly referenced
- submit a completed cover sheet with your work
- avoid sharing your answers with other students.

i	**Assessment information** Information about how you should complete this assessment can be found in Appendix A of the *IT Works Student User Guide*. Refer to the appendix for information on: • where this task should be completed • how your assessment should be submitted. *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix B of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that.

Activities

Complete the following activities:

1. Carefully read the following scenario

This project requires you to develop a proposal for a client based on their business needs and then agree on and implement the proposal, as well as monitor and maintain services.

This project can be based on the case study business in the ICT simulation pack or you may like to base this on your own business, or a business you are currently working for or are familiar with. It is important that this business has current ICT hardware and software products for use with developing ICT solutions, a standard Service Level Agreement and relevant policies and procedures for interacting with clients, as well as information that you can review to research clients' needs. You will also need to be able to work with one client to develop and implement a proposal. Speak to your assessor to get approval if you want to base this on your own business or one you work for.

You will be collecting evidence for this unit in a Project Portfolio. The steps you need to take are outlined below.

2. Planning

Make sure you are familiar with the business you are basing this assessment on and have read through the necessary background information, policies and procedures and documents. For the case study business, this is all of the documents included in the ICT simulation pack. If it's your own business or a business where you are working or are familiar with, it's important at this step that you have your business or case study approved by your assessor.

Complete *Page 4* of your Project Portfolio for this unit.

Read through the requirements of *Section 1, 2, 3, 4, 5 and 6* of your *Project Portfolio*.

3. Develop a draft proposal

In this first activity step you are to develop a draft proposal for a prospective client. If you are using the case study business, this will be the client as included in the Simulation Pack. If it's your own business or a business where you are working or are familiar with, this can be a client of your choice.

Prepare the draft proposal using the Draft Proposal Template included in your Portfolio template. As a guide your Draft Proposal will be 2 pages long.

To develop your proposal, you will need to:

- Research the client's service standards, values and culture so as to thoroughly understand the client's needs.
- Investigate products and/or services currently provided by the client.
- Review current service level agreements that the client has.
- Research the client service needs to determine the services they need and the level of service
- Research opportunities for new business with client i.e. beyond what the client is specifically enquiring about.

For the case study organisation, use the information in the Simulation Pack. If you are completing this for your own business or one you are familiar with, then use the available information you can access.

In the next activity, you will be meeting with the client so you will need to provide a copy of your proposal to the client (your assessor). You may provide this in any form you choose such as a printed copy or via email.

If you are completing this assessment using the case study business you will also need to show the client the type of website that you believe would be appropriate for their company. Find a similar company's website that you admire and prepare to show it to the client. Please also ensure you have your laptop at the meeting with the client so that you are able to show the client the website you have identified as being suitable. If you are completing this for your own business or one you are familiar with, then you should ensure you have relevant hardware/software product samples to show the client.

Complete Section 1 of your Project Portfolio. Submit this to your assessor.

If you are completing this for the case study business, your assessor will advise you of the date and time of the meeting with the client (this will be your assessor). If you are completing this for your own business or one you are familiar with, then you are to organise a time and date for the meeting with the client.

4. Present proposal

You will now meet with the client to present your draft proposal to the client in a clear, concise and comprehensive manner and ensuring you outline the costs and timelines associated with the proposal.

The meeting time may vary but it is expected it would be at least 15 to 30 minutes.

If you are completing this assessment for the case study business, show the client the website that you have selected as a model for the one that IT Biz Solutions could create or if you are completing this for your own business or one you are familiar with, then show the relevant hardware/software product samples.

Answer client questions and ensure you clarify areas that the client is uncertain about. You will also need to negotiate the final terms of agreement and record any variations that the client requests.

Make sure you respond to questions, areas of uncertainty and negotiations in accordance with relevant procedures.

During the meeting, you will need to demonstrate effective communication skills including:

- Speaking clearly and concisely
- Using non-verbal communication to assist with understanding
- Asking questions to identify required information
- Responding to questions as required
- Using active listening techniques to confirm understanding.

Make sure you follow the instructions above and meet the timeframes allocated.

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If you are completing this activity for a client from your own business, this can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step.

5. Update the proposal

Following the meeting with the client you are required to update your proposal based on the agreements reached at the meeting.

This document will be your Final Proposal. Ensure that this version of the proposal reflects the agreements reached at the meeting.

Complete Section 2 of your Project Portfolio.

6. Write a Service Level Agreement

Using the Service Level Agreement Template or your own business' template, create an SLA for the client.

Complete Section 3 of your Project Portfolio.

7. Develop a survey

You are also to develop a short survey that could be used to gather client feedback to assist in improving the proposal. Develop five short questions and document these in your Portfolio. Use a survey tool such as Survey Monkey.

Provide this to your client. If you are completing this for the case study business, provide your proposal and the survey to a fellow student and ask them to complete your survey. If you are completing this for your own business or one you are familiar with, then provide the survey to your client.

Complete Section 4 your Project Portfolio.

8. Write a project status report

All accepted client proposals must of course commence and progress! On this basis you are now to develop a project status report for the client.

If you are completing this assessment for the case study business, review the information in the ICT Simulation Pack on P.16 to inform your report. This will also include client feedback.

If you are completing this for your own business or one you are familiar with, then you may provide your report based on current progress of the project. This should also include client feedback using the survey you developed.

Your report should include the current status of the project as well as any issues that have arisen.

For any issues, you should give workable suggestions as to how these can be resolved.

Complete Section 5 your Project Portfolio.

9. Update the proposal and SLA

The final part of this assessment requires you to update documents based on client feedback.

If you are completing this assessment for the case study business, you are to review the information on p.17 of the Simulation Pack which requires you to update your Proposal and Service Level Agreement based on the client's needs.

Revise your proposal and the SLA to reflect the changes requested by the client.

If you are completing this assessment for your own business, if there have been changes requested by the client update the Proposal and SLA accordingly. If not your assessor will provide you with some simulated changes that you could make.

Complete Section 6 of your Project Portfolio.

Assessment Task 2: Checklist

Student's name: Vollerei			
Did the student:	Completed successfully?		Comments
	Yes	No	
Research the prospective client's organisational service standards, its company values and culture to understand the organisational environment they will be working with?			
Investigate and document the services that could be provided to the prospective client's organisation?			
Review the prospective client's current service level agreements?			
Research the prospective client's service needs and their preferred level of service?			
Research opportunities for business with client that has not been suggested by the client?			
Develop a draft proposal to that includes any new initiatives?			
At the meeting, present the proposal to the client in a clear, concise and comprehensive manner?			
At the meeting, present the proposed cost and timeframes to the client?			
At the meeting, negotiate the terms with the client and record the required alterations?			
During the meeting, clarify areas of uncertainty or disagreement with the client?			

During the meeting, demonstrate effective communication skills including: • Speaking clearly and concisely • Using an appropriate voice tone • Using non-verbal communication to assist with understanding • Asking questions to identify required information • Responding to questions as required • Using active listening/reflective responses techniques to confirm understanding?			
Document the agreement as negotiated with the client?			
Develop a survey to obtain client feedback?			
Assess the project's progress in the client's objectives?			
Adjust the services provided to the client based on feedback?			
Document any changes to the services being provided to the client?			

Task outcome:	☐ Satisfactory	☐ Not satisfactory
Assessor signature:		
Assessor name:		
Date:		

Final Results Record

Student name:	Vollerei （GuChaoyi）
Assessor name:	
Date	

Final assessment results

Task	Type	Result		
		Satisfactory	Unsatisfactory	Did not submit
Assessment Task 1	Knowledge questions	S	U	DNS
Assessment Task 2	Project Portfolio	S	U	DNS
Overall unit results		C	NYC	

Feedback

☐ My performance in this unit has been discussed and explained to me.

☐ I would like to appeal this assessment decision.

Student signature: ______________________________ Date: ____________

☐ I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor signature: ______________________________ Date: ____________