PSPPCM007

Manage contracts

Assessment 4 of 5

Case study

Assessment Instructions

Task overview

This assessment task is divided into four (4) tasks. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Learning material
- Probity Principles – Contract Management
- Organisational Chart
- EMR Contract
- UPDATED Risk Management Plan (from Assessment 3)
- UPDATED Contract Management Strategy (from Assessment 3)
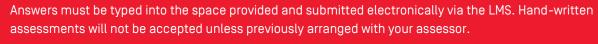- Supply chain and supplier issues management techniques

<div style="background:red;color:white;">

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

</div>

Please consider the environment before printing this assessment.

SWIN BUR NE OPEN ED

Case Study

This is a continuation of the Case Study in Assessment 3.

For this assessment, you will play the role of Jack Dean, the procurement officer of the Australian Department of Health.

Three (3) months have now passed, and the new Patient Engagement Feature was meant to be added at the beginning of this week. You will need to follow up and ensure that the obligation to the contractors as well as the stakeholders has been met.

Access Probity Principles and Supply chain and supplier issues management techniques and ensure you follow them when networking with diverse stakeholders and contractors throughout this assessment.

Task 1

    a) Your first task is to review the following:
- the KPIs stated in the **UPDATED Contract Management Strategy** [Assessment 3]
- the **UPDATED Risk Management Plan** [Assessment 3]

After you complete your review, you will need to send an email to Bella Orlando, the IT and Communications Manager and ask her about the new EMR system, its technical capability and its user experience and usability and mention all the relevant KPIs that must be achieved. Then clarify if the Patient Engagement Feature has been added as it is a risk and mention the risk level.

Use the template below.

[Approx. word count: 150 - 200 words]

Assessor instructions: Students must review the KPIs and the UPDATED Risk Management Plan. Then they will need to send an email to Bella Orlando, the IT and Communications Manager and ask her about the new EMR system, its technical capability and its user experience and usability and mention all the relevant KPIs that must be achieved. Then clarify if the Patient Engagement Feature has been added as it is a risk and mention the risk level.

Students' wording may vary, but their email needs to reflect the content in the sample answer provided below.

<div align="center">

Email Template

</div>

To:	<<Add name[s] and position title of main email recipients here>>
	Bella Orlando, Manager of IT and Communications
From:	<<Add your name and position title here>>
	Jack Dean, Procurement Officer
CC:	<<Add names and position titles of carbon copy email recipients here>>

Date/time:	<<Add the time and date of the email here>>
	15.04.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>>
	Inquiry Regarding New EMR System and Patient Engagement Feature
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Dear Bella,

I hope this email finds you in good spirits. I wanted to touch base regarding the new EMR system. We would greatly appreciate an update on its technical capability and its user experience and usability thus far. More specifically, I would like to know if the following KPIs have been achieved:

- *The Licensed Software must be able to integrate seamlessly with the existing healthcare systems and workflows to avoid disruptions and ensure continuity of care for patients.*
- *The Licensed Software should have an intuitive interface that is easy to use for healthcare providers and staff, to minimise errors and maximise efficiency.*

Additionally, as you may recall, the supplier Clinic to Cloud was scheduled to add the Patient Engagement Feature at the beginning of this week. This has been rated as a high risk for the Department. Could you kindly confirm if this feature has been successfully integrated into the system?

If you have any questions, feel free to contact me.

Regards,

Jack Dean

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

Australian Department of Health	1/81 Constitution Ave, Canberra ACT 2600, Australia
	+61 2 6289 1555

b) Now, you will need to send an email to Peter Green, the manager of Finance, requesting clarification regarding the price breakdown and if the invoices received from Clinic to Cloud are aligned with the relevant KPI (mention the KPI).

To write your email, use the template below.

[Approx. word count: 80 – 100 words]

Email Template

To:	<<Add name(s) and position title of main email recipients here>>
	Peter Green, Manager of Finance
From:	<<Add your name and position title here>>
	Jack Dean, Procurement Officer
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>>
	15.04.23, 10:30 a.m.
Subject:	<<Add the subject of the email here>>
	Price Breakdown
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Dear Peter,

I hope this email finds you well. I am writing to request clarification regarding the price breakdown and if the invoices received from Clinic to Cloud are aligned with the relevant KPI. In the relevant KPI, the price breakdown was as follows:

- *Implementation costs: $30,000*
- *licensing fees: $1,700 (yearly fee)*
- *ongoing support and maintenance costs: $3,300 (yearly fee)*

Can you please confirm that the invoices received from Clinic to Cloud reflect the amount specified above?

If you have any questions, feel free to contact me.

Regards,

Jack Dean

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

Australian Department of Health	1/81 Constitution Ave, Canberra ACT 2600, Australia +61 2 6289 1555

> **Case study**
> Several months have passed since the implementation of the new system, and the IT team has recently reached out to you with a letter detailing the challenges they are facing. The entire department is encountering significant delays due to the complexity of the system, which turned out to be more challenging to use than initially advertised by Clinic to Cloud.
> One of the major issues contributing to the problem is that the staff is still not fully trained on the system, further exacerbating the situation. Additionally, accessing technical support officers from Clinic to Cloud has proven to be extremely difficult, resulting in unresolved system issues persisting for weeks.
> When the IT team contacted Clinic to Cloud, they responded that they do what they can, considering the volume of work.
> Unfortunately, these issues have led to the loss of important data and created significant delays in managing and communicating with patients, which is becoming increasingly concerning for the IT team.
> The IT team would like you to help them investigate and resolve the issues.

Your task is to review the EMR Contract and the Letter of Variations and find out what clauses were in place relevant to the issue.

Record your findings in the table below.

Assessor instructions: Students must investigate and identify the relevant sections and clauses from the contract. Students might find relevance in more sections than the ones provided in the sample answer below, but they will need to include the following two:

- 3.3 General Support – Clause 5.4[h]
- 3.5 Service Levels – Clause 5.4[f]

Section [Insert here the section from the contract e.g. 4.2 Forming the Contract]	Clause [Insert here the section from the contract e.g. Clause 4 [q]]
1.11 Training	Clause 4 [o]
2.6 Additional licence conditions and restrictions	Clause 5.3[e]
3.3 General Support	Clause 5.4[b]
3.5 Service Levels	Clause 5.4[f]

Task 3

In this task, you will participate in a role play with the representative from Clinic to Cloud to discuss and resolve the issue.

During your meeting, you must:

- Be well prepared and communicate clearly
- Explain the issues that the IT team is facing based on the information provided in the case study
- Present the sections of the contract and the clauses that are relevant to the situation
- Request through negotiation:
  - 6 months of free technical support

- o Clinic Cloud to hire more technical support staff to meet the needs of the Australian Department of Health
- During your meeting, you will need to ensure you follow the Probity Principles and the Supplier and Supply chain and supplier issues management techniques of the organisation.
- At the end of the meeting, state that you will need to discuss the outcome of the meeting with the senior managers and that you will inform her of their final decision.

The meeting should not exceed 15 minutes in duration.

Assessor instructions: Students must participate in a role play following the instructions provided.

Role play instructions

In this task, you will participate in a role/play meeting with one (1) other. These may be sourced using one of the following options:

- peers to who you are already working within the industry your qualification relates to.
- fellow students who will play the role of the stakeholders. Please contact your fellow students via the Discussion Forum and coordinate your role play with them directly.

The role play/meeting must not exceed 15 minutes in duration and must address all elements of the Observation Checklist below.

If you are unable to find participants to play the role of the other team members, contact your assessor via the Discussion Forum, who will discuss options for pairing up with other students to complete this task.

Option 1: Peer participants

Should you complete this task with your peers, you must fully brief all participants, providing them with the context of the role play/meeting, a role outline to play and a copy of the observation checklist so that they can prepare for the recording.

Peers will need to state their name and job title at the start of the recording to inform consent.

Option 2: Fellow student participants

Fellow students participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity and observation checklist so that they can prepare for the recording.

Students will need to state their name and that they are a student (as their job title) at the start of the recording to inform consent.

Participants' briefing instructions:

Emily Johnson, Clinic to Cloud Representative

- Listen to the student's presentation.
- Agree to hire for more technical support staff to meet the needs of the Australian Department of Health

---

- Negotiate the 6 months of free technical support and finally state that the maximum you can offer is 3 months.

Recording instructions

Your role play must be recorded with all participants captured in a virtual room using a system such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participants at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, with all participants replying with their name and job title to inform consent.

"This session/presentation is being recorded for assessment purposes for my course with Swinburne Open Education. This session will be recorded and submitted through my course online learning platform to my Assessor for grading. All participant/s in this session indicate their consent to be included in this recording by stating their name and job title."

The time taken to capture consent at the start of the recording does not count towards the recording time limit.

Include this recording as part of your assessment submission.

ASSESSOR OBSERVATION CHECKLIST

Students are required to upload a video of themselves and one (1) other engaged in a short meeting.

The participants must be fully briefed as outlined in the role play instructions.

The meeting should be a maximum of 15 minutes.

Students must demonstrate each of the performance criteria outlined in the observation checklist below.

ACTIVITY	SATISFACTORY YES / NO		ASSESSOR COMMENTS
Task checklist			
Was the student:			
• Well prepared and communicate clearly			
• Explained the issues that the IT team is facing based on the information provided in the case study			
• Presented the sections of the contract and the clauses that are relevant to the situation			

• Requested through negotiation:				
o 6 months of free technical support				
o Clinic Cloud to hire more technical support staff to meet the needs of the Australian Department of Health				
• Followed the Probity Principles and the Supplier and Supply chain and supplier issues management techniques of the organisation.				
• Stated that you will need to discuss the outcome of the meeting with the senior managers and that you will inform her of their final decision.				

Task 4

Send an email to all senior managers [access **Organisational Chart**] to let them know about the outcome of the meeting with Emily Johnson, the representative from Clinic to Cloud. In your email:

- State that Emily Johnson agreed to hire more technical support staff

- Emily only agreed to offer 3 months of free technical support

- Request their input on the matter and their decision as to how you should proceed

To write your email, use the template below.

[Approx. word count: 100 – 150 words]

Assessor instructions: Students must send an email to all senior managers to let them know about the outcome of the meeting with Emily Johnson, the representative from Clinic to Cloud. In their email:

- State that Emily Johnson agreed to hire more technical support staff
- Emily only agreed to offer 3 months of free technical support
- Request their input on the matter

Students' wording may vary, but their email needs to reflect the content in the sample answer provided below.

SWIN
BUR
• NE •

OPEN
ED

Email Template

To:	<<Add name[s] and position title of main email recipients here>>
	Bella Orlando, Manager of IT and Communications
	Elaine Todd, Manager of Legal
	Peter Green, Manager of Finance
From:	<<Add your name and position title here>>
	Jack Dean, Procurement Officer
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>>
	15.04.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>>
	Update – Meeting with Clinic to Cloud
Attachments:	<<Add the name of any attachments here>>

Dear <<Add email recipient[s] name here>>,

<<Add message here>>

Dear Senior Managers,

I trust this email finds you well. I wanted to share the results of our meeting with Emily Johnson, the representative from Clinic to Cloud.

I'm pleased to announce that Emily has agreed to our request for hiring additional technical support staff, a positive step forward for our teams.

However, we need to consider that Emily's offer includes only three months of free technical support.

Before we proceed, we need your final decision on whether we should agree and move forward with this arrangement or explore alternatives.

If you have any questions, feel free to contact me.

Regards,

Jack Dean

Procurement Officer

Regards,

<<Add your name here>>

<<Add your job position here>>

SWIN BUR •NE•

OPEN ED

Australian Department of Health	1/81 Constitution Ave, Canberra ACT 2600, Australia	
	+61 2 6289 1555	

Assessment checklist:

Students must have completed all four [4] tasks within this assessment before submitting. This includes:

1	Four [4] tasks are to be completed in the spaces/format provided.	☐

Congratulations, you have reached the end of Assessment 4!