



ICTICT517

Match ICT needs with the strategic direction of the organisation

Assessment 2 of 4

Project

Assessor Guide



Assessment Instructions

Task Overview

This assessment task is divided into two [2] tasks. Read each question carefully before typing your response in the space provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

To complete this assessment, you will need:

- Learning Material
- 20XX Strategic Plan
- 20XX Objectives
- ICT Systems, Products and Practices
- Style Guide
- Strategic Gap Analysis Report

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 Learning Platform. 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.



Please consider the environment before printing this assessment.

Case Study

Bounce Fitness, a renowned wellness and fitness centre in Australia, has been thriving in its mission to promote health and well-being in the community. However, the current digital landscape demands an evolution in the way technology integrates with the company's strategic plans.

With the influx of data and the growing need for enhanced user experiences, Bounce Fitness recognises the criticality of its ICT infrastructure in maintaining its competitive edge. To remain at the forefront of the industry, the IT Manager must delve into a pivotal assessment.

As an IT Manager at Bounce Fitness, responsible for aligning technological strategies with the organisation, your role revolves around harnessing ICT to propel the company's goals forward.

More specifically, you have been tasked by the CEO as the IT Manager to propose changes to Bounce Fitness's strategic plan to meet information and communications technology (ICT) needs.

To do so, you will need to complete the two [2] tasks below using the additional resources and supporting documents as required for each task.

For the purpose of this assessment, Bounce Fitness is located in your State/Territory.

Task 1

Your first task is to complete the **Strategic Gap Analysis Report** template provided in your learning resources. To do so, you will need to:

- a. Access and review the following:
 - Industry environment relevant to Bounce Fitness, e.g. Industry Reports, Trade and Government Publications and Industry Associations. You must provide the links/references of the resources you used to complete the analysis within TABLE 3: STRATEGIC PLAN ANALYSIS AGAINST INDUSTRY in the Strategic Gap Analysis Report Template.
 - The following Bounce Fitness documents:
 - **20XX Strategic Plan**
 - **20XX Objectives**
 - **ICT Systems, Products and Practices**
 - **Style Guide**
- b. Identify the industry that Bounce Fitness falls under.
- c. Identify all of the following information about Bounce Fitness's current strategic plan:
 - i. Bounce Fitness's mission statements.
 - ii. Bounce Fitness's vision statements.
 - iii. Strategic plan objectives.
 - iv. Timeframe for the strategic plan.
 - v. Key performance indicators [KPIs].
- d. Analyse the strategic plan against the industry environment.

- e. Identify all of Bounce Fitness's objectives.
- f. Analyse the strategic plan against Bounce Fitness's objectives.
- g. Determine the following information about Bounce Fitness's current ICT state.
 - i. All ICT systems used.
 - ii. All ICT products used.
 - iii. All ICT practices followed.
 - iv. Current performance of ICT.
 - v. Strengths of each ICT.
 - vi. Weakness of each ICT.
- h. Compare Bounce Fitness's ICT against its strategic plan.
- i. Determine the following based on the comparisons:
 - i. All gaps in how ICT meets the strategic plan.
 - ii. All improvement opportunities in ICT.
 - iii. All proposed changes to organisational ICT.

In your Strategic Gap Analysis report, you must ensure you:

- Use clear headers and sub-headers to organise information.
- Use a consistent font style, colour and size throughout the document.
- Follow the organisational style manual for reporting documents (e.g., include information specifically required by the organisation).

More information regarding completing the **Strategic Gap Analysis Report** is provided in each section of the template.

You must submit the Strategic Gap Analysis Report using the following naming convention:

<Student Name> Strategic Gap Analysis Report

Assessor instructions: Students must complete the **Strategic Gap Analysis Report** template provided in their learning resources. To do so, they must follow all the steps listed in the instructions for the above task.

More information regarding completing the Strategic Gap Analysis Report, as well as the specific criteria for satisfactory performance, are provided in each section of the **Strategic Gap Analysis Report – Assessor Guide**.

Task 2

You will need to report your findings to your superior and request feedback.

Superior refers to individuals in the organisation whom you report to and receive insights and guidelines from [e.g., manager, supervisor]. For the purpose of this assessment, your superior will be your assessor and will have the role of the CEO of Bounce Fitness.

To do so, you will write an email using the email template below. Ensure that in your email, you:

- Attach your Strategic Gap Analysis Report.
- Specify where proposed changes, gaps and improvement opportunities have been detailed.
- Ask for feedback on proposed changes, gaps and improvement opportunities.

In your email, you must

- Use simple and easy-to-understand language.
- Use vocabulary and terminology that is easily understood by the target audience.
- Include explanations for all terminology that can be unfamiliar to the target audience.
- Uses correct grammatical structure when writing sentences.
- Follow the organisation's **Style Guide** to ensure your email corresponds to organisational policies and procedures for document formatting and structure.

[Approximate word count: 50 – 100 words]

Assessor instructions: Students must write an email to their superior using the email template below.

The acceptable responses must:

- Be within the specified word limit.
 - Address all the requirements stated in the task instructions.
 - Reflect the characteristics described in the exemplar answer.
 - Follow the General Formatting as specified in the **Style Guide: General Formatting**
 - Use capitalisation on the following:
 - Proper names, including names of a department, e.g. Operations Department
 - Beginning of sentences
- Do not capitalise job roles/titles in between sentences, unless used as a form of address, e.g. Director John Murphy, Governor Edwards. Otherwise, it should be in lowercase.
- General Text Formatting
 - Font: Calibri
 - Font Size: 10 pt
 - Font Colour: Black [Auto]
 - Paragraph Alignment: Justified
 - Page Size: A4 [8.27" x 11.69"]

A benchmark answer is provided below.

Email Template



To:	<<Add name(s) and position title of main email recipients here>> CEO
From:	<<Add your name and position title here>> Student's name
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>> Requesting feedback on the Strategic Gap Analysis Report
Attachments:	<<Add the name of any attachments here>> Strategic Gap Analysis Report. docx

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

<<Add message here>>

Dear CEO,

I hope this email finds you well. Please find attached the Strategic Gap Analysis Report. Proposed changes, gaps, and improvement opportunities are detailed in the report in Table 7, which includes the following sections:

- *Gaps in ICT*
- *Improvement Opportunities*
- *Proposed Changes*

Your feedback on these is crucial. Let me know your thoughts, especially on the proposed changes. Feel free to reach out if any terminology needs clarification.

Regards,

Student Name

Regards,

<<Add your name here>>

<<Add your job position here>>

Assessment submission checklist

Students must have completed all questions within this assessment before submitting. This includes:

1	Task 1 – Strategic Gap Analysis Report	<input type="checkbox"/>
2	Task 2 – Email to CEO	<input type="checkbox"/>

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	<input type="checkbox"/> S	<input type="checkbox"/> NYS
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Congratulations, you have reached the end of Assessment 2!

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