

ICTICT517 - Match ICT needs with the strategic direction of the organisation

Assessor Instructions: Students must complete all the tables below.

The acceptable responses must:

- Be within the specified word limit.
- Reflect on the characteristics described in the benchmark answers provided in each section.
- Ensure that all sections in the Action Plan align with the ICT Change Management Policy and Procedures

TABLE 1: INTRODUCTION

Name	
Workplace/Organisation	Bounce Fitness
Date Prepared	

TABLE 2: CHANGES PLAN

This section must include an assessment of each proposed change against strategic plan objectives.

Note: Copy the blank TABLE 2.2: Proposed Change 2 as many times as necessary in order to provide the action items, the person responsible, due date and resources for each change.

Assessor Instructions: Students' responses must correspond to the proposed changes identified in the strategic gap analysis report from Assessment 2 and must be **five (5)** in total.

Sample answers are provided below for Proposed Changes 1 and 2 for the assessor's guidance.

TABLE 2.1: Change 1			
		Integration of Scalability Solutions on Membership Management System [MMS]	
Relevant Organisational Objectives This section refers to objectives that will be impacted by the change to organisational ICT. You must list all the five (5) changes you have identified.	Outcome of Change This section refers to what the proposed change is trying to achieve and by when. You need to describe the outcome in measurable terms. For example: 10% percent sales increase by the end of the year.		
Sales Boost	10% increase in sales		
Action Items	Person Responsible	Date Due	Resources

This refers to specific steps or tasks that must be completed to implement the change.	This must correspond to relevant personnel identified in the change assessment report.	This must be based on the schedule provided in the change assessment report.	This refers to materials and equipment needed to conduct the action item.
Ensure hardware and software requirements are met.	IT Manager	15.03.24	Hardware and software specifications
Integrate scalability solutions.	IT Administrator	15.03.24	Scalability software licenses
Review and approval of payments for additional hardware and software requirements.	CFO	15.03.24	Budget allocation for hardware and software needs
<p>IMPLEMENTATION METHOD</p> <p>This refers to the approaches that will be used by the organisation to implement the change.</p> <p>[Approximate word count per method: 40 – 70 words]</p> <p>Assessor Instructions: Students' implementation methods may vary, but their methods must relate to the proposed changes and their action items.</p>		<p>System Integration</p> <p>This method involves systematically integrating scalability solutions into the Membership Management System (MMS). It includes configuring software and hardware components to work together seamlessly, ensuring efficient handling of high membership volumes. System integration requires careful planning to avoid disruptions to daily operations.</p>	

Add more rows as necessary

TABLE 2.2: Change 2		Implementation of an automated monitoring system for servers to detect issues in real-time.	
Relevant Organisational Objectives This section refers to objectives that will be impacted by the change to organisational ICT. You must list all the five (5) changes you have identified.	Outcome of Change This section refers to what the proposed change is trying to achieve and by when. You need to describe the outcome in measurable terms. For example: 10% percent sales increase by the end of the year.		
Sales Boost	10% increase in sales		
Action Items This refers to specific steps or tasks that must be completed to implement the change.	Person Responsible This must correspond to relevant personnel identified in the change assessment report.	Date Due This must be based on the schedule provided in the change assessment report.	Resources This refers to materials and equipment needed to conduct the action item.
Ensure hardware and software requirements are met.	IT Manager	13.04.24	Hardware and software specifications

Implement the automated monitoring system for servers to detect issues in real-time.	IT Administrator	13.04.24	Automated monitoring system licenses and hardware
Review and approval of payments for additional hardware and software requirements.	CFO	13.04.24	Budget allocation for hardware and software needs
<p>IMPLEMENTATION METHOD</p> <p>This refers to the approaches that will be used by the organisation to implement the change.</p> <p>[Approximate word count per method: 40 – 70 words]</p> <p>Assessor Instructions: Students' implementation methods may vary, but their methods must relate to the proposed changes and their action items.</p>		<p>Pilot Testing</p> <p>Pilot testing is an effective method for the implementation of an automated monitoring system for servers. This involves deploying the monitoring system on a limited scale to assess its performance, identify issues, and gather user feedback. Pilot testing allows for adjustments before a full-scale implementation, reducing the risk of disruptions and enhancing real-time issue detection capabilities.</p>	

Add more rows as necessary

TABLE 3: STANDARDS

Assessor Instructions: Students' responses must correspond to information on standards when implementing ICT changes that the candidate accesses and reviews for this task.

Benchmark answers are provided below.

Standards This refers to industry standards that must be considered and followed when implementing the changes to organisational ICT. You must identify two [2] standards .	How Standards Must be Met This refers to an explanation of the actions that the organisation must take when implementing the action plan to ensure it adheres to the standards. [Approximate word count: 40 – 50 words]
a. ISO/IEC 27001:2013	Align the proposed changes with ISO/IEC 27001:2013 to establish, implement, maintain, and continually improve an Information Security Management System [ISMS]. This includes conducting risk assessments, defining security policies, and implementing controls to ensure the confidentiality, integrity, and availability of information.

<p>b.</p> <p>AIIA Publications and Resources</p>	<p>Refer to relevant publications and resources provided by the Australian Information Industry Association (AIIA) to ensure that the proposed changes comply with industry best practices and guidelines specific to the Australian ICT sector. This includes considering AIIA's recommendations for cybersecurity, data protection, and technology standards.</p>
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Add more rows as necessary

END OF ACTION PLAN