



ICTICT517

Match ICT needs with the strategic direction of the organisation

Assessment 4 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
- ICT Change Management Policy and Procedures
- Action Plan
- Strategic Gap Analysis Report [Assessment 2]
- Change Assessment Report [Assessment 3]

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

This is a continuation of Assessments 2 and 3.

Your CEO reviewed your Change Assessment Report and responded. Read his email below:



To:	Student's name
From:	Supervisor
CC:	
Date/time:	16.04.23, 11:30 a.m.
Subject:	Feedback on the Strategic Gap Analysis Report
Attachments:	

Dear [Student Name],

Thanks for sharing the Change Assessment Report. I appreciate the effort you've put into this and your proactive collaboration with team members and stakeholders.

I think our next step now is to create an action plan where all proposed changes and implementation will be documented.

This is a very important step of the process, so once you develop the action plan, I would like to have a meeting with you to discuss it in detail.

Best,
CEO

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

As an IT Manager, you must develop an action plan for changes to Bounce Fitness's ICT

To complete this task, you must:

- a. Access and read the following documents:
 - i. **Strategic Gap Analysis Report** from *Assessment 2*.
 - ii. **Change Assessment Report** from *Assessment 3*.
 - iii. **Style Guide**
 - iv. **ICT Change Management Policy and Procedures**
 - v. Industry standards when implementing ICT changes, e.g. ISO/IEC 27001, AIIA Publications and Resources
- b. Develop the action plan to implement each proposed change:
 - i. Describe all the relevant organisational objectives for each change
 - ii. Identify the outcome of each change
 - iii. Identify all action items to implement the change.
 - iv. Determine the person responsible for implementing each action item.
 - v. Identify the date to conduct each action item.
 - vi. Determine all resources needed to conduct each action item.
 - vii. Identify at least the implementation method for each change.
- c. Determine the following information on standards for each proposed change:
 - i. At least two standards that the action plan must meet.
 - ii. How the action plan must meet each standard.

Document all information in the **Action Plan** template.

More information regarding completing the **Action Plan** is provided in each section of the template.

Assessor instructions: Students must complete the **Action Plan** 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 **Action Plan**, as well as the specific criteria for satisfactory performance, are provided in each section of the **Action Plan – Assessor Guide**.

Task 2

The CEO requested that you have a meeting with him to discuss the Action Plan.

After the meeting, you must submit the finalised action plan using the following naming convention:

<Student Name> Action Plan

Read and follow the Role play instructions below.

Assessor instructions: Students must participate in a role play with you (the Trainer/Assessor) following the instructions provided.

Role play instructions

The meeting must include at least one (1) participant, must not exceed 20 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role play, you will be required to:

1. Present all the tables in the Action Plan.
2. Work with the superior to determine all changes that must be made based on feedback received.
3. Select and use appropriate conventions and protocols when communicating with the CEO in accordance with the organisation's Communications Policy.
4. Use plain English, translating technical terminology, when necessary, to communicate with the CEO and determine objectives, articulate ideas and requirements, finalise the Action Plan and seek approval.
5. Elicit information using effective listening and questioning techniques.

During the role play, you will demonstrate your skills in interacting with at least one other person. Participants in your roleplay may be:

1. friends or family members; or
2. fellow student/s who will play the role of a team member.

Option 1: Friend/s or family member/s

Should you complete this task with friends or family members, you must fully brief each participant, providing them with the context of the role play, a role outline to play and the 'Key Observation Criteria' so that they can prepare for the recording.

Each friend or family member participant will need to state their name and the role they are playing at the start of the recording to provide their consent.

Option 2: Fellow student/s participant

Please contact your fellow student/s via the Discussion Forum and coordinate your role play with them directly.

Fellow student/s participating in the recording must be provided with context to their role and responsibilities in the session and have reviewed the assessment activity with the 'Key Observation Criteria' so that they can prepare for the recording.

Student/s will need to state their name and the role they are playing at the meeting at the start of the recording to inform consent.

Participants' briefing instructions

Participant 1 – CEO

This role MUST be played by the Assessor to meet Assessment Condition 3: Individual superior in the organisation. This role cannot be played by a friend, a family member, or a fellow student.

During the role play, you must:

- Listen attentively to the Student/IT Manager's presentation of the ICT action plan.
- Offer well-considered, constructive feedback on the presented action plan. This feedback should reflect a deep understanding of the action plan and its implications for Bounce Fitness's strategic ICT direction.
- Evaluate the alignment of the proposed ICT changes with the organisation's strategic goals. Express concerns or commendations based on this assessment.
- Approve the action plan based on careful consideration of the action plan's feasibility and alignment with the company's strategic direction.
- Ask follow-up questions, seeking clarification or expansion on specific aspects of the proposed ICT action plan.

Recording instructions

Your role play must be recorded with all participant/s captured in a virtual room using an application such as Zoom, Skype or Teams.

Consent to participate in the recording must be captured for all participant/s at the start of the meeting. This is achieved by the student reading the following statement at the start of the recording, followed by all participants replying with their names and the roles they are playing to provide their consent.

"This session 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 the role they are going to play."

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 instructions:

The student will be required to present the Action plan. During the meeting, they will need to.

Use the following Observation Checklist to record your observations while you watch the video. Where all criteria are demonstrated, write a general comment in the Student Assessment Feedback Form. Where one or more criteria are not demonstrated to a satisfactory standard, make a specific comment for each criterion requiring re-submission, including constructive feedback in the Student Assessment Feedback Form.

Observation Checklist

(to be completed by the Assessor)

Use this checklist while reviewing the recorded role play:

Did the student:	Satisfactory/Not Yet Satisfactory
<p>1. Present all the tables in the Action Plan.</p> <p>The student must present all three [3] tables included in the Action Plan</p>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<p>2. Work with the superior to determine all changes that must be made based on feedback received.</p> <p>The student must listen to the CEO's feedback and determine by verbally discussing all changes that must be made.</p>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<p>3. Select and use appropriate conventions and protocols when communicating with the CEO in accordance with the organisation's Communications Policy.</p> <p>The student must communicate using appropriate conventions and protocols as specified in the Communications Policy. More specifically, the section "Key Principles of Effective Communication.</p>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<p>4. Use plain English, translating technical terminology, when necessary, to communicate with the CEO and determine objectives, articulate ideas and requirements, finalise the Action Plan and seek approval.</p> <p>The student must explain any technical terminology when required, determine the objectives and clarify the requirements. During the meeting, the student will need to update the Action Plan according to the new information provided and seek approval.</p>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<p>5. Elicit information using effective listening and questioning techniques.</p> <p>The student must display signs of effective listening, such as nodding, paraphrasing, seeking clarification, etc. They will also need to use effective questioning techniques such as open-ended questions and probing questions.</p>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory

Assessment submission checklist

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

1	Task 1 – Action Plan	<input type="checkbox"/>
2	Task 2 – Role Play	<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 4!

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