



ICTPMG411

Support small scale ICT projects

Assessment 4 of 6

Case Study & Role Play

Assessor Guide



Assessment Instructions

Task Overview

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
- ICTPMG411_04_ Risk Management Policies and Procedures
- ICTPMG411_04_Presentation Template

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 Mobile App Development (Cont. from Assessment 3)

Scenario

As the Bounce Fitness "BounceFit Tracker" project progresses, the team encounters a couple of significant risks that could potentially impact the timeline and quality of the mobile app development. One of the primary concerns that have emerged is related to data security. With the app designed to handle sensitive personal information, including health metrics and personal contact details, ensuring robust data protection is crucial. The initial security protocols outlined in the development phase appear inadequate in the face of evolving cyber threats, leading to a risk of data breaches that could compromise member privacy and trust.

Another significant risk involves the integration of the new app with existing membership systems. The legacy systems, which have been in place for several years, are not as adaptable as initially expected, creating technical challenges in seamless data synchronisation and real-time updates. This issue could lead to functional discrepancies between the app and the existing systems, potentially causing errors in booking classes and managing memberships. Such integration challenges may not only delay the project launch but could also affect the overall user experience, undermining the app's objective to enhance operational efficiency and member engagement.

You: As the IT Project Supervisor at Bounce Fitness, you are tasked to support the project completion.

Complete the tasks provided below.

Task 1

1. Access and review:
 - a. **ICTPMG411_04_Risk Management Policies and Procedures**
2. Consider how you will monitor and manage the project risks and issues presented in the case study above according to risk management procedures.
3. Fill out the **ICTPMG411_04_Risk Management Plan**, save it and submit it using the following naming convention:

<Student Name>_Risk Management Plan

Assessor instructions: Students must complete the **ICTPMG411_04_Risk Management Plan**.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Benchmark answers, as well as instructions for the assessor, are provided in the **ICTPMG411_04_Risk Management Plan - Assessor Guide**.

Task 2

Case Study

Bounce Fitness Mobile App Development [Cont. from Assessment 3]

Scenario

After you identified the risks and developed the Risk Management Plan, you discussed it with the project team members, and they all agreed to proceed with the suggested solutions.

The project sponsor requests you organise a meeting with the project team members to confirm that all the risks have now been resolved and that the project deliverables meet the project requirements.

To complete this task, you must:

- a. Meet with the project team and project sponsor to:
 - Discuss the final project plan and the risk management plan and support the project completion
- b. Before the meeting, you will need to:
 - Use the **ICTPMG411_04_Presentation Template** and develop the slides for your meeting
 - In your slides, you must include the following parts of the project plan and risk management plan that need to be discussed during the meeting:
 - Project scope
 - Project tasks and activities
 - Project cost
 - Project expectations [based on the objectives]
- c. During the meeting:
 - Present the slides and:
 - Confirm project activities meet timeframe, scope, cost and quality expectations
 - Confirm all work tasks have been performed and project deliverables meet project requirements
 - Initiate and complete sign-off
- d. Save and submit your presentation using the following naming convention:
<Student Name>_Presentation

Assessor instructions: Students must participate in a role-play to present the plan to the project team and the project sponsor.

Students must complete the **ICTPMG411_04_Presentation Template**.

The acceptable responses must:

- Be within the specified word limit.
- Reflect the characteristics described in the exemplar answer.

Instructions for the assessor are provided in the **ICTPMG411_04_Presentation - Assessor Guide**.

Role play instructions

The meeting must include at least three (3) participants, must not exceed 30 minutes in duration and must address all requirements listed under Key Observation Criteria.

Key Observation Criteria

During the role-play, you will need to:

1. Communicate ALL information from the presentation to the project sponsor and team members using appropriate language.
2. Communicate ALL information from the Presentation to the relevant personnel using appropriate terminology
3. Present the information using effective verbal techniques to confirm requirements.
4. Confirm project activities meet timeframe, scope, cost and quality expectations
5. Confirm all work tasks have been performed and project deliverables meet project requirements
6. Initiate and complete sign-off

Participant information

During the role-play, you will demonstrate your skills in interacting with at least one other person. Participants in your role play 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 provide consent.

Participants' briefing instructions:

1. Project Sponsor

Initial Interaction

- As the student initiates the meeting, respond to the greeting and express your readiness to engage in the discussion.
- Acknowledge the student's introduction and convey your interest in participating in the discussion.

Discussion

- Listen attentively and provide your input as the student presents the different parts of the project plan and the risk management plan

Feedback

- Provide your input, suggestions and feedback on the discussion points based on your expertise and perspectives.

Confirmation

- Summarise and seek clarification on any aspects of the discussion that are unclear, asking questions to ensure a thorough understanding.
- Respond to questions posed by the student, confirming understanding and alignment with the objectives of the evaluation.

Closing

- Express appreciation for the opportunity to contribute and collaborate in ensuring effective policy implementation and risk management.
- If you believe the plan meets the requirements, sign it off.

2. Project Team Member: Michael Rodriguez [IT Manager]

Initial Interaction

- As the student initiates the meeting, respond to the greeting and express your readiness to engage in the discussion.
- Acknowledge the student's introduction and convey your interest in participating in the discussion.

Discussion

- Listen attentively and provide your input as the student presents the different parts of the project plan and the risk management plan

Feedback

- Provide your input, suggestions and feedback on the discussion points based on your expertise and perspectives.

Confirmation

- Confirm all work tasks have been performed and project deliverables meet project requirements from your end
- Confirm that the Integration Risk has now been resolved as per the risk management plan

Closing

- Express appreciation for the opportunity to contribute and collaborate in ensuring effective policy implementation and risk management.

3. Project Team Member: Alex Thompson [Security Analyst]

Initial Interaction

- As the student initiates the meeting, respond to the greeting and express your readiness to engage in the discussion.
- Acknowledge the student's introduction and convey your interest in participating in the discussion.

Discussion

- Listen attentively and provide your input as the student presents the different parts of the project plan and the risk management plan

Feedback

- Provide your input, suggestions and feedback on the discussion points based on your expertise and perspectives.

Confirmation

- Confirm all work tasks have been performed and project deliverables meet project requirements from your end
- Confirm that the Data Security Risk has now been resolved as per the risk management plan

Closing

- Express appreciation for the opportunity to contribute and collaborate in ensuring effective policy implementation and risk management.

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 instructions:

Use the following Observation Checklist to record your observations. 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
<ul style="list-style-type: none"> Communicate ALL information from the Project Plan to the project sponsor using appropriate language. <p>Assessor Instructions:</p> <ul style="list-style-type: none"> The student relays all information using plain English. The student explains complex terms the first time they are used during the meeting. The student uses synonyms to simplify a discussion on a complex topic. The student uses appropriate non-verbal language as they discuss, including Establishing and maintaining eye contact and using hand or arm gestures to emphasise discussion points or related ideas. 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> Communicate ALL information from the Project Plan to the relevant personnel using appropriate terminology. <p>Assessor Instructions:</p> <ul style="list-style-type: none"> The student provides examples of complex terminology to help convey their idea. The student uses specific industry terms related to managing the ICT Project, such as: "project scope" "deliverables", 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> Present the information using effective verbal techniques to confirm requirements. <p>Assessor Instructions: Examples:</p> <ul style="list-style-type: none"> Pacing and Pausing: Control the pace of speech to match the complexity of the information. Variation in Tone and Volume: Change the tone and volume to keep the audience engaged and to highlight different sections of your presentation. Clear Articulation and Pronunciation: Enunciating words clearly and avoid mumbling. This is particularly important when discussing complex or technical terms. 	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory
<ul style="list-style-type: none"> Confirm project activities meet timeframe, scope, cost and quality expectations <p>Assessor Instructions:</p>	<input type="checkbox"/> Satisfactory <input type="checkbox"/> Not Yet Satisfactory

<ul style="list-style-type: none"> ○ The student presents the information and asks participants to confirm the completion of activities they were assigned to complete 	
<ul style="list-style-type: none"> • Confirm all work tasks have been performed and project deliverables meet project requirements <p>Assessor Instructions:</p> <ul style="list-style-type: none"> ○ The student presents the information and asks participants to confirm the completion of activities they were assigned to complete 	<p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Not Yet Satisfactory</p>
<ul style="list-style-type: none"> • Initiate and complete sign-off • Assessor Instructions: <ul style="list-style-type: none"> ○ The student initiates and completes sign-off. 	<p><input type="checkbox"/> Satisfactory</p> <p><input type="checkbox"/> Not Yet Satisfactory</p>

Assessment submission checklist

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

1	Task 1 – Project 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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