ICTPMG411

Support small scale ICT projects

Assessment 5 of 6

Case Study

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_05_ ICT Maintenance Policies and Procedures
- ICTPMG411_05_Maintenance Plan
- ICTPMG411_05_Project Management Policies and Procedures
- ICTPMG411_05_Project Review

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.

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Bounce Fitness Mobile App Development (Cont. from Assessment 4)

Scenario

After your meeting with the project team and the project sponsor, you confirmed that the project is going according to plan and that all the project deliverables have been meeting the project requirements.

The project sponsor would like you to know to proceed with the project closure. However, before they give the final sign-off, they would like you to create a Support and maintenance plan to ensure there are measures in place to support the project after its completion.

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

Complete the tasks provided below.

Task 1

1. Access and review:

    a. **ICTPMG411_05_ ICT Maintenance Policies and Procedures**

2. Consider how the project can be supported and maintained after its completion according to ICT Maintenance Policies and Procedures.

3. Fill out the **ICTPMG411_05_Maintenance Plan**, save it and submit it using the following naming convention:

    <Student Name>_ Maintenance Plan

Assessor instructions: Students must complete the ICTPMG411_05_ Maintenance 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_05_Maintenance Plan – Assessor Guide.**

Task 2

Obtain final sign-off from the project sponsor by sending them an email using the template below.

In your email, ensure you:

- Explain the purpose of the email
- Attach the Maintainance Plan you prepared and write a short description of what it includes
- Request final sign-off

[Approximate word count 50 – 100 words]

Assessor instructions: Students must send an email to the project sponsor using the template below.

The acceptable responses must:

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

The benchmark answer is provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>>
	Emma Johnson, CEO
From:	<<Add your name and position title here>>
	Student Name, IT Project Manager
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>>
	15.08.23, 11:30 a.m.
Subject:	<<Add the subject of the email here>>
	Support and Maintainance Plan
Attachments:	<<Add the name of any attachments here>>
	Support and Maintainance Plan.docx

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

<<Add message here>>

Dear Emma.

I hope this email finds you well. I am writing to submit the Support and Maintainance Plan for our "BounceFit Tracker" app. This document outlines how the projects will be supported and maintained after their completion.

Please find the attached Support and Maintainance Plan for your review.

After you had a chance to review the documentation, I would like to request your fina sign-off for this project.

Regards,

Student Name

Regards,

<<Add your name here>>

<<Add your job position here>>

Bounce Fitness Mobile App Development (Cont. from Assessment 4)

Scenario

As the "BounceFit Tracker" project progressed toward completion, the Bounce Fitness team faced various challenges and successes that shaped the development journey. Initially, the project benefited significantly from robust technical support from the IT department. This support was crucial in overcoming early technical challenges related to integrating the new app with existing membership systems, which were more complex than anticipated. The IT team's ability to address these issues promptly helped keep the project on track, maintaining momentum even as unexpected complications arose. It was rigorously tested for user interaction and system stability, leading to several iterations that refined its features based on feedback from the pilot users. This phase was critical in ensuring that the app would not only meet but exceed the expectations set forth in its initial goals.

As the app approached its launch, the project team focused on preparing for a smooth rollout. This included final adjustments based on the last rounds of feedback, training for front desk staff on how to utilise the new system to handle inquiries and bookings efficiently, and preparing marketing materials to promote the app's launch to the Bounce Fitness membership base.

The culmination of these efforts led to the successful deployment of the "BounceFit Tracker" app. The launch was met with positive responses from members who appreciated the enhanced ability to manage their fitness routines and communicate with personal trainers directly through the app. The operational efficiency at the front desk improved as anticipated, demonstrating the effectiveness of the digital solutions in streamlining administrative tasks. This phase marked the official closing of the project, with the team ready to monitor post-launch activities and gather data on member engagement and app performance to guide future updates and improvements.

As the final step, the project sponsor asked you to complete the Project Review template and document the lessons learned to support the project closure.

To complete this task, you must:

1. Access and review:

    a. ICTPMG411_05_Project Management Policies and Procedures

2. Review and assess the impact of support on small-scale ICT project team performance.

3. Consider lessons learned

4. Fill out the **ICTPMG411_05_Project Review** template, save it and submit it using the following naming convention:

    <Student Name>_Project Review

Assessor instructions: Students must complete the ICTPMG411_05_Project Review 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_05_Project Review – Assessor Guide.**

Assessment submission checklist

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

1	Task 1 – Maintenance Plan	☐
2	Task 2 – Email	☐
3	Task 3 – Project Review	

Assessment feedback

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

Assessor comments:	☐ S ☐ NYS

✓

Congratulations, you have reached the end of Assessment 5!