ASSESSMENT TASK 1
PART A: IDENTIFY ADMINISTRATIVE REQUIREMENTS
Description:
An administrative system in organisations may comprise of a range of electronic and paper based systems to support its business operations. The extent and type of system will vary from business to business depending on the nature of respective businesses. Examples of business administrative systems include employee management system, accounting system, product management system, Enterprise Resource Planning (ERP), information technology network and communication system.

This assessment task is being given as a role play task in which you and one of your classmates will play the roles of a client and a system developer respectively. This assessment task leads to the final project for this unit. You will be required to maintain a project folder to ensure that you have all the required information for this task as well as the final project. Both the members of the team will be assessed in this task.

Step 1:
Conceive a business profile (Client): The client will need to conceive and develop a basic business profile (maximum 1 page long) that outlines business type, size, industry and key business operations. You can take an example from your own organisation or base it on any other organisation with appropriate referencing and acknowledgements. The client will send the profile to the system developer and organise a meeting. Meeting schedule should be decided in consultation with your trainer/assessor as the meeting will take place during weekly sessions.

Step 2:
Conduct a Planning meeting (Client and Developer): Conduct a meeting as per agreed schedule. You trainer/assessor will observe the process. In the meeting;
• Introduce the business (Client)
• Discuss current/key business operations
• Discuss client requirements and expectations
• Discuss possible solutions
• Decide on the next step in the process (identifying requirements)
• Take notes from the meeting

Step 3:
Identify Administrative Requirements: Based on the discussion and information provided, the system developer will conduct a brief need analysis and prepare a proposal for the client, identifying administrative system requirements, and suggesting appropriate solutions. You proposal would include;
▪ Summary/minutes of the meeting
▪ Overview of current business operations
▪ Recommended administrative systems
▪ Key features of the system
▪ Key vendors and approximate costs (research and compile the info)
▪ Perceived benefits to the business

Once you have completed the proposal, email the proposal to your client, with a copy marked to your trainer/assessor. You must keep copies of all the documents produced in this task as they will form a part of your project folder.

Assessment criteria

The following assessment criteria will be used for marking this assessment task. Ensure that you have addressed all of the criteria in your work.

Client:
▪ Conceived and prepared a business brief
▪ Business brief is reflective of a real-life organisation
▪ Identified key business processes
▪ Organised a meeting with the developer
▪ Participated in the meeting and briefed the developer
▪ Outlined quality and product expectations
▪ Received the proposal and provided feedback

Developer:
▪ Participated in the meeting and received the brief
▪ Contributed to the meeting
▪ Prepared a proposal to address business needs and requirements
▪ Identified key business processes
▪ Suggested systems solutions for the required processes including vendors and costs
▪ Outlined key benefits to the business
▪ The proposal is well structured and reflective of a formal business style
▪ Appropriate references are used to acknowledge external sources

Submission Guidelines
This assessment task should be completed in a designated session in presence of a trainer/assessor.

Submit;
▪ A copy of the business brief (1 page)
▪ Copies of the meeting notes
▪ Copies of email communications
▪ A copy of proposal

ANSWER:
Business profile
<u>Background of company</u>
Adept Owl Technology is a company that manufactures board games for the children and adult and located in the suburb of Sydney. The company is built by Tim Davies in 1992, due to his passion to share unique and new board games to others. The company employs around 150 employees in total and consider to be medium-sized company

<u>Objectives</u>
- Increase customer relationship management
- Increase sales profit up to 35% by 2020
- Increase sales number up to 1,000,000 games in a year

<u>Product of the company</u>
The products of the company that they sell to their customers include:

- Wooden board games
- Magnetic board games
- 5D card games

Marketing strategy
The marketing activities that the company use:
- Promoting in the magazine specific to games
- Using the newspaper to promote the brand and product

Expectations
The expectations is to create the new system because the old system is no longer good enough to support the operation of the company

Meeting agenda (meeting notes)

MEETING AGENDA	
Meeting title: Introducing the client	
Date: 12 August 2018	**Chairperson:** Jason
Time: 9 am	**Minutes-taker:** Miranda
Location: Meeting room, 1st floor	**Attendees:** Jason, Kaylee, Caroline, Maria, Miranda
Agenda	

Item	Duration
Introduce the client	10 min
Discuss current/key business operation	30 min
Discuss client requirements and expectations	30 min
Discuss possible solutions	
Identify the requirements	

Identify administrative requirements (proposal)
Summary/minutes of the meeting
In the meeting, the client suggested about the new administrative system so that they could create better process in their production system. This new system will replace the old system, because the old one is no longer able to help support the current operation of the company. This is because the company is rapidly growing and they will have new system that could help in connecting all the operation within the organisation

Overview of current business operation
Adept Owl Technology is a company that manufactures board games (and other games) for the children and adults. The business operation is centred in creating games and manufacture the games to be sold to the customers. The products that the company sold to their customers include:
- Wooden board games
- Magnetic board games
- 5D card games

Recommended administrative system
The recommended administrative system will be to create the computerized system that will connect from one department to another. The computerized system will be the best way for

the company to connect the system so that the process and procedure will be easier to follow, as well as making the system become more uncomplicated in nature

Computerized system could also help the company in creating better system so that they will be able in managing all the process and procedure within the organisation in orderly manner. This system will also help in making the process effective

Key features of the system

The key features of the system will be:

- It could connect to the internet (online)
- It could sustain the operation of 150 staffs
- It could create an effective system for the process and procedure within the organisation
- It could create effective system for the communication within the organisation
- It must be able to store large data
- It must be able to be exported to the Microsoft office application (Excel and Word)
- Could do automatic back-up for all the data/system

Key vendors and approximate costs

The new system will be created by "Innovative Solution" technology

QUOTATION	
Item	**Cost**
New administrative system	$150,000
IT technician (advice)	$50,000
IT team (for installation)	$10,000
Training team	$0
Warranty (1 year)	$0
TOTAL	**$210,000**

Perceived benefits to the business

The benefits of this administration system to the business will be:

- Making the process and procedure within the organisation become more effective and efficient
- Communication is also easily achieved without misunderstanding
- Creating better work flow from one department to another
- Data could be saved in the online system (cloud system)
- Back-up is automatic, which means that the chance of the company losing data will be very minimum
- Report will be in the same layout and design (because it will be automatically exported and converted to the format needed)

E-mail
To: CEO
Subject: Administrative System
Good morning,
Please find the attached proposal for the new administration system

The administrative system that's recommended is the computerized system, and it will have the key features as below:

- It could connect to the internet (online)
- It could sustain the operation of 150 staffs
- It could create an effective system for the process and procedure within the organisation
- It could create effective system for the communication within the organisation
- It must be able to store large data
- It must be able to be exported to the Microsoft office application (Excel and Word)
- Could do automatic back-up for all the data/system

This system will be very beneficial to the system because it will help the company to be more efficient and more effective, in terms of communication and process/procedure. This is why this type of administration system is recommended

If you have further question, please contact me

Sincerely,
Jason

Part B: Develop an implementation plan
Description:
This assessment task is continuation of the Assessment Task 1, **Part A**. As this assessment task requires and utilises information created in Assessment Task 1, you would have ideally completed Part A before attempting this assessment task.

You had participated in a role play exercise in Assessment Task 1, **Part A**. Continuing your role of system developer, prepare and present an implementation plan for the organisation. A plan can remain just on the paper if it is not combined with an implementation plan. An implementation plan identifies key actions, priorities, required sources and the time frame within which the tasks must be completed.

Using the information created in Assessment Task 1, prepare an implementation for the organisation that includes;

▪ Goals and objectives

▪ Recommended administrative systems

▪ Implementation strategies (HOW the objectives will be achieved)

▪ Vendors and expected costs

▪ Internal consultation and communication

▪ Key implementation tasks, responsibilities and completion time

▪ Resources needs for implementation

▪ Staff training needs and requirements

▪ Legislative requirements (e.g. privacy, code of practice, copyright etc.)

▪ System evaluation procedure (Post implementation)

▪ System monitoring procedure (Post Implementation)

Ensure that your plan includes strategies for staff training and development as it will be expected that the staff will need some training to transition to new systems.

Similarly, the evaluation procedures must include provisions for staff feedback and modification of the system to suit organisational requirements (e.g. security and access levels, storage of data etc.)

The plan must be word processed and structured with appropriate headings and sub-headings as needed. It must be prepared as a formal business document that can be seen as an official document for submission to the management. You may take reference from existing/samples charters with appropriate referencing and citation (preferred: Harvard referencing system: Your trainer/assessor will provide your referencing guidelines.

Presentation: Using Microsoft PowerPoint, present your plan to the class when completed. Ensure that you obtain audience feedback on the presentation and contents. The presentation should be limited within ten (10) minutes with five (5) minutes of question time.

Assessment criteria

The following assessment criteria will be used for marking this assessment task. Ensure that you have addressed all of the criteria in your work.

▪ The plan is appropriately structured and presented as an official document reflecting a real-life practice

▪ Appropriate headings and sub-headings are used to structure the contents

▪ The content flow covers all the required elements of the plan and contains a logical sequence of the topics

▪ Goals and objectives are consistent with business needs and requirements

▪ Identified key business processes

▪ Suggested systems solutions for the required processes

▪ Appropriate vendors are researched and recommended to source the systems

▪ Plan includes provisions for staff consultation and communication

▪ Key resources and responsibilities are identified

▪ Tasks/actions have a target completion date consistent with client expectation

▪ Plan contains provisions for staff training to use the newly proposed systems

▪ Evaluation procedures include staff feedback and use of evaluation data

▪ System monitoring procedures are defined to monitor system performance

▪ Legislative requirements are identified and addressed

▪ Presentation summarises and covers the charter contents

▪ Presentation slides are audience friendly and structured

▪ Audience feedback is sought and received

Submission Guidelines

Submit:

- A copy of implementation plan
- Vendor information (print out of website, brochure etc.)
- Copies of presentation slides

ANSWER:

IMPLEMENTATION PLAN

<u>Goals and objectives</u>

The main objectives will be to create the new system because the old system is no longer good enough to support the operation of the company. This new system will help in making

the communication become more effective and the process/procedure also become more efficient for the whole area of the organisation

Recommended administrative system

The recommended administrative system will be computerized system. This system is more preferable because it could be made into the specification that the company needs and demanded from the system, since it will be personalized. The maintenance will also be easier because it will be conducted by the IT team from where the company purchase the system. This way, the company will have an effective and efficient system for all of their purposes within the organisation

Implementation strategies

The new system will be implemented by using the strategies below:

- The company will meet with the vendor who will develop the new administration system for the company
- They will get the quotation from the IT company regarding the price of the development, installation, and others
- Discussion about the key features of the system will be conducted, and once the design is agreed, the system will be immediately developed
- IT company will develop the system based on the requirement of the company and prepare for the installation of the system to the whole area of the organisation
- Testing process will be conducted to the system (by the IT company) and the company (Adept Owl) will be given result of the testing as proof of efficiency level of this new system
- After the new system had been implemented, installed and tested, the company will then properly give training to the staffs about the new system so that the staffs have the right skill and knowledge on how to operate the system

Vendors and expected costs

The new system will be created by "Innovative Solution" technology. The expected cost will be as the quotation provided by the vendor below:

QUOTATION	
Item	**Cost**
New administrative system	$150,000
IT technician (advice)	$50,000
IT team (for installation)	$10,000
Training team	$0
Warranty (1 year)	$0
TOTAL	**$210,000**

Internal consultation and communication

The internal consultation and communication will be conducted through two methods:

- Meeting
- E-mail

Both communication method will be used as the way to consult and discuss (also ask for suggestion) regarding the new system

Key implementation task

Tasks	Responsibilities	Completion time
Meet with the vendor	Jason	3-Aug
Get quotation	Jason	4-Aug
Discuss key features of system	Jason	8-Aug
Develop the system	Adam (IT team)	20-Aug
Communicate the system	Jason	25-Aug
Testing process	Adam (IT team)	30-Sep
Give training	Jason Adam (IT team)	5-Oct

The resources that will be needed for the implementation:

- Trainers (from the IT company)
- Laptop and desktop, 10 for each (for testing process)
- Training program

Staff training and requirement

The training for the staffs will be given by the trainers from the vendors (Innovative Solution company) as the provider and developer of the system, and assisted by Jason as the Project Manager. The training will be commenced on 5 October 2018, after the new system had been installed properly to the whole organisation

The requirement for the training:

- Trainers (from the IT company)

- Training program

- Location for the training

Legislative requirement

- Privacy Act 1988

- Anti-Discrimination act 1977

- Professional Development Policy

- Work Health and Safety Policy

- Record Keeping Policy

Post implementation

The evaluation of the system will be conducted by the IT company (vendor) and the evaluation will be conducted through the feedback/survey that will be distributed to the employees of the organisation one month after the installation of the system. This is to ensure that the feedback will be accurate and the feedback could be used to help in improving the system to make the adjustment (if there's any need for it)

The monitoring will be conducted by the IT company (vendor) as well, but it will be conducted regularly. The monitoring will be conducted three times: first is on October, second is on January, and third is on April. The result of the monitoring will also be used to improve the system and make the adjustment (if there's any need for it)