SCAN THE QR CODE



25.23

TO SUBMIT YOUR ATTENDANCE

New Chicken Nugget Hub Link:



SCAN ME

https://thedalycreative.github.io/eqc-intake-2523/

Gala Night



We've locked in the date for the Gala night in Perth for your celebration event! It'll be held on 31 July 2026, and we'll also be doing a trainer meet-up session on 1 August, so get ready! We hope you can make it, of course. More details will be sent out soon.

EQC INSTITUTE | STUDY DIFFERENT

Last Year's Gaga: A Look Back























EQC STUDY DIFFERENT

LAST YEAR'S GALA













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Match ICT Needs with the Strategic Direction of the Organisation

ICT50220 Diploma of Information Technology - Assessment



Locating Your Assessment in the Study Hub

Study Hub (Course): ICT50220 Diploma of Information Technology

Subject: Working with Clients and Industry

Module: Match ICT Needs with the Strategic Direction of the Organisation

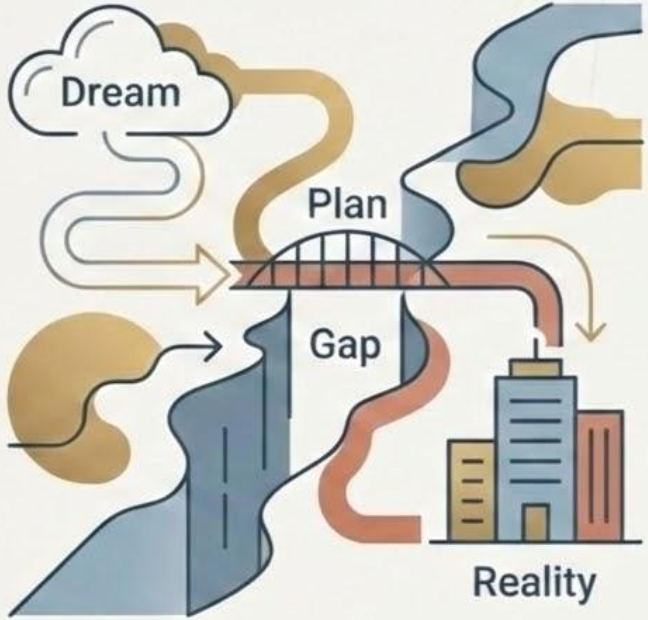
Activity: Match ICT Needs Activity (We will go through this activity together.)

Understanding the Assessment Goal

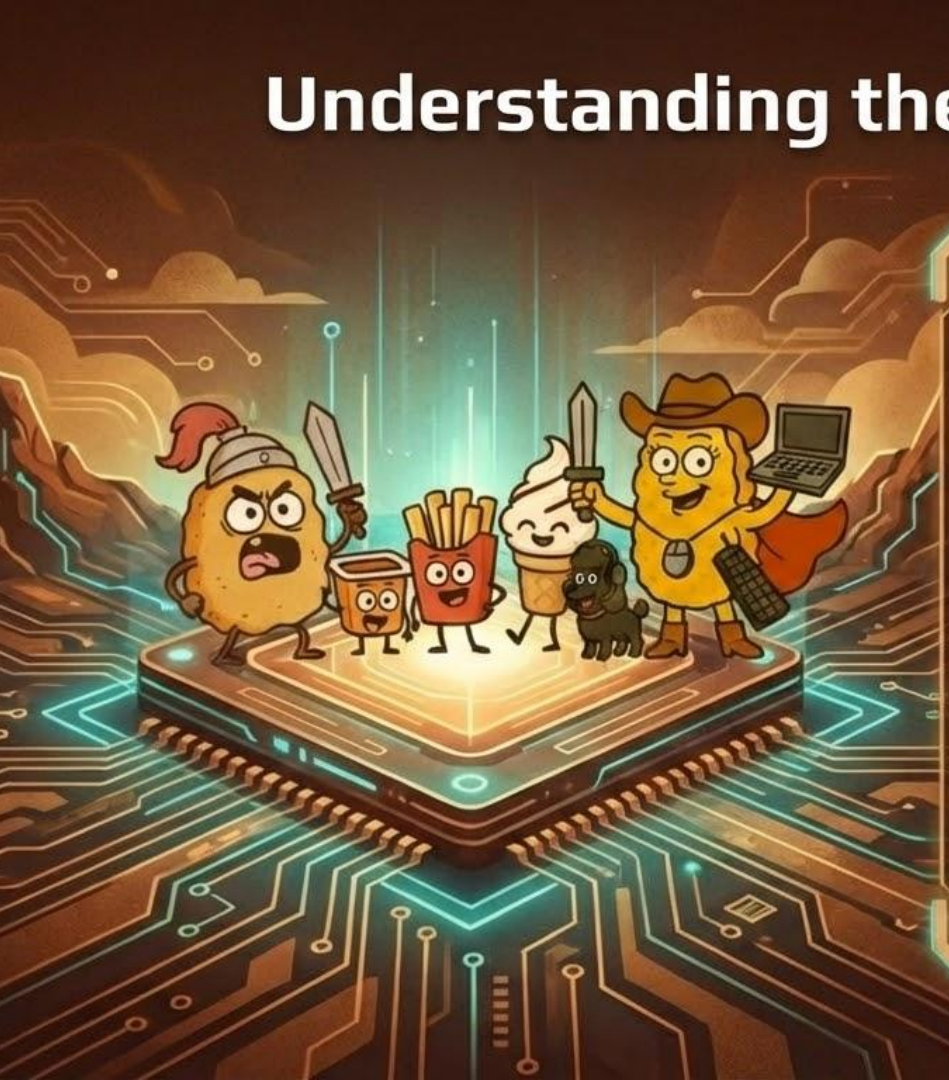
1. **Understand the Difference:** Define the company's goals ("Dream") versus the current ICT setup ("Reality").
2. **Analyze & Recommend**: Compare Dream and Reality to identify gaps and propose practical changes.

3. Plan for Action: Develop a strategic plan to implement the recommended changes.





Understanding the Assessment Goal



Students must:

- Understand the difference between the company's goals (the "dream") and what their current ICT setup looks like (the "reality").
- Your job is to look at the dream (strategic plan), compare it with reality (current ICT systems), find the gaps, and recommend practical changes to help close those gaps.
- Then, you'll plan out how to make those changes happen.

Background:

ABC Solutions is an ICT company known for its software development and IT services. Their current website sees many visitors each day however was built 10 years ago and is built from simple HTML and CSS.



Strategic Plan

ABC Solutions' strategic plan is **centered around becoming a leader in the IT industry**, driving innovation, and delivering transformative solutions while upholding core values of **integrity, collaboration**, and **customer focus**.

Our Vision

With a vision to pioneer in the field, ABC Solutions aims to provide cutting-edge IT solutions that empower businesses and individuals alike.

Strategic Objectives



Market Leadership



Digital Transformation



Talent Development



Technological Advancement



Customer Satisfaction

Background:



ABC Solutions' current website was built **10 years ago** using simple **HTML** and **CSS**.



Known for software development and IT services, ABC Solutions needs a modern online presence to match its expertise and high visitor traffic.

ABC Solutions

Strategic/Organisational Objectives:

ABC Solutions aims to:



1. Showcase expertise and innovation.



2. Attract more clients and increase revenue.



3. Stand out as an innovative leader.



4. Ensure client data security and trust.



5. Have an innovative and up-to-date website.

Industry Environment:

ABC Solutions operates in the dynamic and rapidly evolving Information and Communication Technology (ICT) industry. Key factors shaping the industry environment include:



1. Technological Advancements:

The ICT industry experiences continuous innovation and technological advancements, driving changes in consumer preferences and market demands.



2. Competitive Landscape:

The industry is highly competitive, with numerous players offering similar services and solutions. ABC Solutions faces competition from both established companies and emerging startups.



3. Regulatory Environment:

Compliance with data privacy regulations, cybersecurity standards, and industry-specific regulations is essential for ABC Solutions to maintain trust and credibility.

Current Systems and Practices



Website Software:

The front-end website software is built using HTML 4 and CSS 2 technologies, which were prevalent approximately two decades ago.



Database Management System:

The website's data is managed using MySQL, a widely used relational database management system (RDBMS).



Website Hosting:

The website system is hosted on a dedicated server.

Question 1: Summarise the organisation's current strategic plan.

What to look for:

• Lists the main goals of the business (the “dream”).

• Includes things like being innovative, growing the business, and impressing clients.

Example Answer:

ABC Solutions wants to:

• Be a leader in the IT industry

• Be known for innovation and helping other businesses grow

• Have a strong, modern online presence

• Keep client data safe

• Have a website that shows off their skills and services

Question 2: How does the strategic plan align with the current industry environment and organisational objectives?

What to look for:

• Explains whether the dream matches today’s IT world and the business goals.

Example Answer:

The goals sound great and match what most successful IT companies are doing. But the current website is too old and doesn't fit the modern IT world, so the company can’t fully achieve its goals without updating it.

Question 3: What software systems are used?

What to look for:

- Says what kind of software the website uses now.

Example Answer:

The website uses HTML 4 and CSS 2, which are very old and can’t support modern designs or features.

Question 4:
What data management systems are used?

What to look for:

- Mentions the system used to manage website data.

Example Answer:

ABC Solutions uses MySQL to manage website data.

Question 5:
What website hosting platform is used?

What to look for:

• States where the website is hosted.

Example Answer:

The website is hosted on a dedicated server.

Question 6: What are the gaps between the dream (strategic plan) and the reality (current ICT systems)?

What to look for:

- Lists what's missing or outdated.
- Focuses on what's stopping the business from reaching its goals.

Example Answer:

- The website is old and not very impressive
- It doesn't work well on mobile devices
- Hosting on a dedicated server makes scaling harder
- The current site doesn't reflect a modern, innovative company

Question 7:
Propose changes to help fix those problems.

What to look for:

- Suggests practical updates to the ICT systems.
- Aims to make the “reality” match the “dream.”

Example Answer:

Upgrade the website to use HTML5 and CSS3, and consider using a modern design tool like React or WordPress. Move to cloud hosting like AWS or Google Cloud so the site can grow easily and stay secure.

Question 8:
Do your proposed changes support the company's goals?

What to look for:

• Shows how the changes help the company live its dream.

Example Answer:

Yes. A new website will look more professional, be easier to use, and show off the company's skills. It also helps attract more clients and shows that ABC Solutions is keeping up with technology.

Question 9:
What impacts (good or bad) could these changes have?

What to look for:

• Lists both pros and cons.

Example Answer:

Good:

• Easier for clients to use the site

• More traffic and interest in the company

• Stronger brand image

Bad:

• Might be expensive

• There could be short downtime while switching systems

Question 10: How will these changes help the company reach its goals?

What to look for:

• Connects the changes back to the business dream.

Example Answer:

They'll help by making the company look more modern, easier to find online, and more trusted by clients. It also helps with growing the business and staying competitive.

Question 11:
What could make these changes hard to implement?

What to look for:

• Lists at least two possible problems.

Example Answer:

1. Staff may need to learn new systems or tools
2. There might be issues during the transfer to a new host

Question 12: What are the first steps we need to take?

What to look for:

• A clear order of tasks to get started.

Example Answer:

1. Research new tech and hosting options
2. Share ideas with the team and manager
3. Build a demo or trial version
4. Get feedback and make improvements
5. Train staff
6. Move everything to the new system
7. Launch the updated site

Question 13:
What is the proposed schedule for making this happen?

What to look for:

- Realistic time frames for each stage.

Example Answer:

- Assessment Phase: 2 weeks
- Planning Phase: 3 weeks
- Development and testing: 4 weeks
- Migration and training: 2 weeks
- Final launch and review: 1 week

Question 14: Gather feedback from your supervisor.

What to look for:

• Shows feedback was received and considered.

Example Answer:

The supervisor agreed with the changes and suggested doing a trial run of the site first to make sure it works before going live.

Question 15:
Are there any industry rules or best practices we need to follow?

What to look for:

• Lists at least one standard or requirement.

Example Answer:

Yes. We need to follow cybersecurity and data privacy laws like the Privacy Act. We also need to make sure the site is accessible and secure.

Question 16:
What are the success measures (KPIs) for this project?

What to look for:

- Lists at least two ways to measure success.

Example Answer:

- Increase website traffic by 30%
- Faster site loading times
- More client enquiries through the site

Question 17:
How will you monitor progress during the project?

What to look for:

• Describes how progress will be tracked.

Example Answer:

We'll use tools like Trello to keep track of tasks and have weekly meetings to make sure everyone's on track.

Question 18: What are the estimated costs?

What to look for:

- Basic breakdown of possible costs.

Example Answer:

- Website redesign: $2,500
- Cloud hosting: $600 per year
- Staff training: $500

Total: Around $3,600