

Relate to clients on a business level			
Competency: <i>ICAW4027B Relate to clients on a business level</i>		Course: <i>Diploma in IT Web Electives</i>	
Event No: 1/1	Weight: 100%	Date Due: <i>Part A: Week 4</i> <i>Part B: Week 9</i>	Teacher: Urshula Beere
Submit the following items:– <ul style="list-style-type: none">Professionally prepared report and service level agreement (SLA). These documents are to be submitted electronically in MS Word format NOTE: <i>You must satisfactorily complete all tasks in this assessment to be deemed competent in this unit and before additional grading is considered</i>			
Elements of competence: <ul style="list-style-type: none">(EC 1) Understand organisational environment(EC 2) Identify internal and external client requirements(EC 3) Negotiate client support service(EC 4) Monitor, adjust and implement procedures to maintain client focus			

Instructions: Prepare a Business Requirements Document and Service Level Agreement

Background

Design Duo's is a small graphic design company that would like to start offering their customers customised themes for self hosted Wordpress sites. Currently Design Duo's has 15 templates that customers can select from that Design Duo then customises to produce a table based static web site. These 15 templates will form the basis of the customised themes.

Design Duo is *considering* engaging you to prepare the existing designs as WordPress themes.

Part A Due Week 4 (EC 1 & EC 2)

For this task you need to gather and document the business requirements for the possible new Wordpress themes options in a Business Requirements Document report. This report is to be prepared for Design Duo. You will need to interview Design Duo's representative (Urshula Beere) to gather further data.

Summarise your findings, under the following structure:

1. Cover page identifying all team members
2. Version Control and Signoff
3. Table of Contents
4. Executive Summary
5. Introduction
6. Company Description
7. Problem Definition which includes:
 - i. Business Need



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- ii. List of Stakeholders and their roles
- iii. Scope
- iv. Business Objectives
- v. Available Resources
- vi. Constraints
- vii. List of Assumptions
8. Specific Requirements including
 - i. Functional Requirements
 - ii. Non Functional Requirements
9. Conclusion
10. Glossary
11. Bibliography

Part B: Service Level Agreement Due Week 9 (EC 3 & EC 4)

For this task assume that Design Duo's has engaged you to install the Wordpress software in clients own hosting accounts and convert the existing templates to Wordpress themes. This Service Level Agreement need to also address the support that you are providing for the Wordpress sites.. You will of course need to interview the client (Design Duo's representative Urshula Beere) to determine the requirements for support.

Prepare your SLA so that it includes the following information:

1. Cover page
2. Table of Contents
3. Version Control and Signoff
4. Introduction
5. Summary of Support Requirements
6. SLA Service Description which includes:
 - i. Duration of the contract
 - ii. Areas of support
 - iii. Methods and Levels of support
 - iv. Hours of support
 - v. Definition of Priority Levels
 - vi. Response times according to Priority
 - vii. Communications methods
 - viii. Costings
7. SLA Implementation which includes:
 - i. Warrantees & Exclusions
 - ii. Customer Responsibilities
 - iii. Method for Service Level Monitoring (including a schedule of review meeting dates for the SLA)

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- iv. Process for handling complaints or concerns
- v. Process for changing the contents of SLA
- 8. Conclusion
- 9. Bibliography

NOTE: Always keep a backup copy of your assignment. Loss of your assignment by either yourself or the teacher will not be accepted as a valid reason for non-submission or late submission.

STUDENT MARKSHEET and FEEDBACK

STUDENT NAME:	
Element Details	Element Competency
(EC 1) Understand organisational environment Part A: Includes all required elements correctly and of a professional standard as required by business documents	<input type="checkbox"/>
(EC 2) Identify internal and external client requirements Part A: Includes all required elements correctly and of a professional standard as required by business documents	<input type="checkbox"/>
(EC 3) Negotiate client support service Part B: Includes all required elements correctly and of a professional standard as required by business documents	<input type="checkbox"/>
(EC 4) Monitor, adjust and implement procedures to maintain client focus Part B: Includes all required elements correctly and of a professional standard as required by business documents	<input type="checkbox"/>
<i>Competency in all elements and tasks must be achieved before grading criterion below can be assessed and you must satisfactorily complete all tasks/parts to be deemed competent in this unit</i>	Competent <input type="checkbox"/>
Credit Criteria <i>To achieve a credit grade your submitted work should display the following features:</i> <ul style="list-style-type: none"> You must include a thorough problem definition in Part A address effectively all aspects and any other details which may be relevant but not specifically requested 	Credit <input type="checkbox"/>
Distinction Criteria <i>To achieve a distinction grade your submitted work should meet all the requirements for a credit grading and display the following features:</i> <ul style="list-style-type: none"> The service level agreement (Part B) must include all aspects that would be expected in the real world Both part A and Part B must be presented on time and be professionally presented. Eg minimal typos and prepared in MS Word format utilising Ms Word advance features such as Automatic table of contents etc 	Distinction <input type="checkbox"/>
Result (Possible Results: NYC- Not Yet Competent , AC- Achieved Competency, C- Credit , D- Distinction)	
FEEDBACK:	

MARKING GUIDE EXPLANATION:

To gain competency in this unit you must be declared competent for **all** elements of competence. Additional grading is awarded based on the following criteria:

Distinction:

- Demonstrates extensive skills to complete tasks
- Consistently demonstrates in-depth understanding of subject material
- Demonstrates at exceptional level the ability to transfer learning to tasks without guidance
- Demonstrates the ability to build on own research to achieve at exemplary levels
- Exceptional high level of presentation skills

Credit:

- Demonstrates some high level of understanding of skills to complete tasks
- Consistently shows a positive approach to mastering a task independently
- Demonstrated ability to consistently self assess to achieve outcomes to meet situation criteria
- Demonstrates high level research and analytical skills
- Demonstrates consistently a high quality with presentation of own work

Competency:

Student has demonstrated competency in all elements but has done minimal work and shows little technical proficiency with the media or subject matter.

Resubmission penalty:

If your submitted work is not sufficient to qualify as “competent” then you *may* be given one opportunity to resubmit your work for remarking. The maximum mark awarded for a resubmitted assessment will be a competency grading.

Late submission penalty:

Your final grade will be reduced by one level for assessments handed in from 1 to 7 days after the due date. Assessments handed in 8 days or more after the due date will only be eligible to receive a result of competency.

Course Grading:

If this unit contributes to the course grading, a nominal mark is used to calculate the final course grade. The nominal mark is:

Distinction	88
Credit	75
Competent	61
Not yet Competent	44

Recognition of Prior Learning

If you have previous experience or qualifications that are relevant to these units you may choose to apply for recognition. For further information about recognition ask your teacher or head teacher.

Reasonable Adjustment

If you have a permanent or temporary condition that may prevent you successfully completing the assessment task(s) you should immediately talk with your teacher about reasonable adjustment.