

Practical assignment 1.3

Drawing up a plan of action

Activities

Drawing up a plan of action

Drawing up a specific plan and a specific overview of costs

Discussing the plan of action with the customer/ manager

Adapting the design and/or planning if necessary

Reporting and documenting

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|-----------------------|---|
| Qualification dossier | ICT management 2007 - 2008 |
| Position | ICT Manager |
| Core task 1 | Developing (parts of) information systems |
| Work process 1.3 | Drawing up a plan of action |



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Introduction

In practical assignment 1.3 you are going to develop a plan of action for the implementation of the information system described in the functional and technical design.

In this practical assignment *Drawing up a plan of action* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
 - *questions;*
 - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
 - *tips carrying out the assignments.*

Overview of the qualification dossier

ICT management

| Core task Work process | | ICT Manager | Network Manager |
|--|--|-------------|-----------------|
| 1 Developing (parts of) information systems | | | |
| 1.1 | Determining the information needs | x | x |
| 1.2 | Producing a design for (part of) an information system | x | x |
| 1.3 | Drawing up a plan of action | x | x |
| 1.4 | Creating a test environment | x | x |
| 2 Implementing (parts of) information systems | | | |
| 2.1 | Drawing up an implementation plan | x | x |
| 2.2 | Carrying out an implementation plan | x | x |
| 2.3 | Providing support for acceptance tests | x | x |
| 2.4 | Evaluating an implementation | x | x |
| 3 Managing (parts of) information systems | | | |
| 3.1 | Preventing disruptions / malfunctions | x | x |
| 3.2 | Localizing and remedying disruptions / malfunctions | x | x |
| 3.3 | Dealing with and rounding off incidents reported | x | |
| 3.4 | Drawing up and monitoring procedures | x | x |
| 4 Setting up and organizing a service desk | | | |
| 4.1 | Making a service desk operational | x | |
| 4.2 | Managing a service desk | x | |
| 4.3 | Drawing up users' instructions | x | |

Activities

- ▶ Drawing up a plan of action
- ▶ Drawing up a specific plan and a specific overview of costs
- ▶ Discussing the plan of action with the customer/manager
- ▶ Adapting the design and/or planning if necessary
- ▶ Reporting and documenting

Assignment 1: Drawing up a plan of action

In this assignment you will write a plan of action for the realization of the functional and technical design of (a component of) the information system elaborated in assignment 1.2.

For the phases still to be worked through, describe the various milestones (realization of the test environment, delivering the implementation plan, the implemented system, the acceptance test plan, acceptance tests, etc) and the activities that must be carried out to reach these milestones.

For each of these activities, set down in a time schedule when they must be commenced and when they must be completed. Discuss this with the parties involved, and decide for which of the activities it might be desirable to have a small project group (2 to 3 persons).

Provide an overview of the hardware and software that should be purchased, the costs and the point in time at which they must be delivered.

Discuss your plan of action with your in-house mentor and, where necessary, make modifications to your planning and/or your design.

Support in the assignments



Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. Is there within the organization a plan of action from an earlier implementation?
3. What technologies/software were used in making such a plan?
4. Who within the organization has experience with such technologies?
5. What problems arose in earlier implementations? Are there any evaluations of these problems available to you?

Support in the assignments



Step-by-step plan

You can refer to this step-by-step plan when preparing and carrying out the tasks required for this practical assignment.

Step 1 Study a plan of action for an implementation carried out earlier.

Step 2 Study the diagram techniques/technologies used within the organization and make use of them.

Step 3 Create an overview of the milestones to be reached.

Step 4 Describe the activities to be carried out in order to reach the various milestones and include this in your time schedule.

Step 5 Check which departments, parties or persons are to be involved in the execution of these activities.

Step 6 Discuss the time schedule with those involved and, where necessary or desirable, modify this.

Step 7 Study whether it would be desirable to put together one or more small project groups (2 to 3 persons) for some of the activities to be carried out.

Step 8 Create an overview of the hardware and software to be purchased, the costs involved and the points in time at which they must be delivered.

Step 9 Document your plan of action and discuss it with your in-house mentor.



Tips

- Do not go into too much detail when drawing up your plan. This will come later in the implementation plan.
- Search the Internet for examples of plans of action. These can help you with gaining an accurate perspective of the objective of all this.