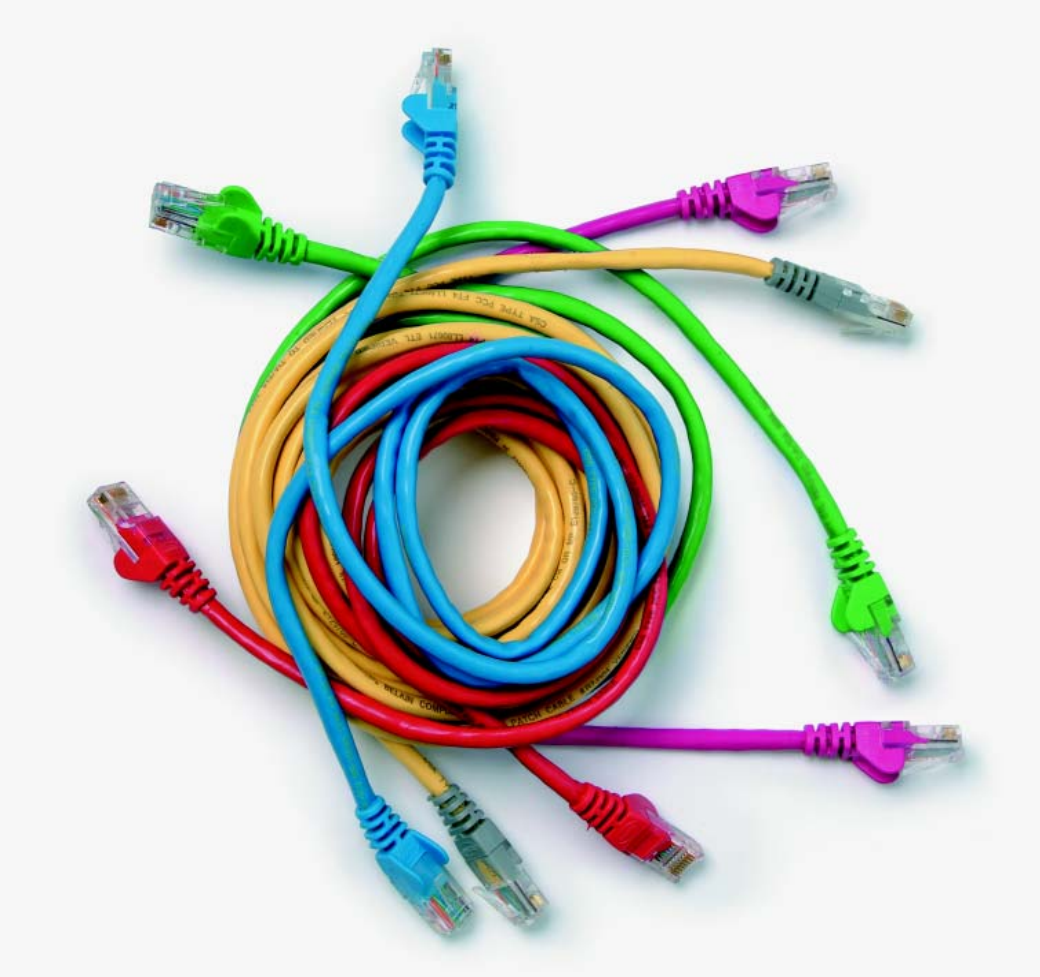
Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7540-364)

www.cityandguilds.com
January 2011
Version 3.0

Systems and Principles (QCF)
Assignment guide for Candidates
Assignment D



About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7540-364)

Assignment D

Introduction – Information for Candidates	2
Candidate Instructions	3

Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7540-364) Assignment D

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7540-364).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **6 hours**.

Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7540-364)

Candidate Instructions

Time allowance: 6 hours

Assignment set up:

This assignment is made up of **four** tasks:

- Task A – Technical specification
- Task B – Technical proposal
- Task C – Service level agreement
- Task D – Project plan

Scenario

You work as a Systems Support Officer for a college with a growing workload and number of staff and students to support. The college has decided to open a new building to replace an older and outdated set of classrooms that previously housed system support courses. You have been asked to provide details of the new IT equipment that must be purchased to replace the equipment currently used, design a plan for implementation and provide a Service Level Agreement to support these systems.

The building will consist of six open plan rooms or labs, each with 20 PCs. There will also be a small staff room with six PCs. This will house up to 120 users. Two rooms have been left empty to allow for future expansion.

Provision has been made in the building for a small comms/server room. It is estimated that to provide fast logins, enough storage capacity and redundancy, at least two servers should be purchased. The comms room will also need to be fitted with data cabinets.

All computers must form part of a LAN and its associated components must be specified. Wireless access is required throughout to provide roaming network access in addition to standard cabled connections.

The building will need a WAN connection back to the main site for the college to provide Internet access and other services. Any available technology could be used for this connection but an estimation of the bandwidth required for Internet and database access from the main data centre must be provided. All users connect to the Internet to run interactive materials and staff connect to the main management databases.

Task A – Technical specification

Please use the Answer Sheet provided to complete Task A.

1 Identify and document the requirements of the customer for ICT system functionality and capacity eg:

- documents they process/use
- information they store/keep
- how they use stored information
- transactions made with others
- reports or documents they need to produce
- designs they produce
- what communications systems they use
- who they communicate with

proposed

- number of users
- data processing
- transaction processing
- design (eg graphics, web design, CAD).

2 Identify **three** sources of information for ICT systems.

Task B – Technical proposal

Please use the Answer Sheet provided to complete Task B1.

1 Identify and select suitable equipment to meet customer needs from:

- stand-alone PCs
- networked PCs
- servers
- network equipment
- transmission media
- operating system
- application software.

2 Produce a report to present a range of possible system solutions for the following. A spreadsheet could be used for financial data regarding the proposed system. Information found from the Internet, regarding technical specifications, should form part of the finished proposal.

- Approximate cost.
- Current availability.
- Specifications.
- Functionality.
- Capacity.
- Training requirements.

Task C – Service level agreement

1 Create a series of questions that elicit the following information:
- the current Service Level Agreement (SLA) provisions
- anticipated differences in the SLA with the new building.

2 Prepare a draft SLA, which will provide the ideal level of support for the business requirements, imposing no limitations on business activities. The SLA should cover hardware support, software support, warranty arrangements, preventative maintenance and other services that would be normal for this type of organisation.

Create a word processed document to present this information. Each specification should contain at least
- an overview of upgrades likely to be required in the future
- type of repairs (on/off site, etc)
- response times
- responsibility for preventative maintenance
- training
- helpdesk arrangements
- on-line assistance
- replacement/loan equipment arrangements
- arrangements for emergency system recovery/re-location

Task D – Project plan

1 Create a plan to implement the new system and support services you have specified.

2 Discuss and negotiate your proposals with the customer (the assessor), describe how you propose to meet their SLA and who will be accountable for the quality and effectiveness of the plan

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a company registered in England and Wales (company number 16513878)