Level 3 Develop ICT technical documentation and procedures (7540-369)

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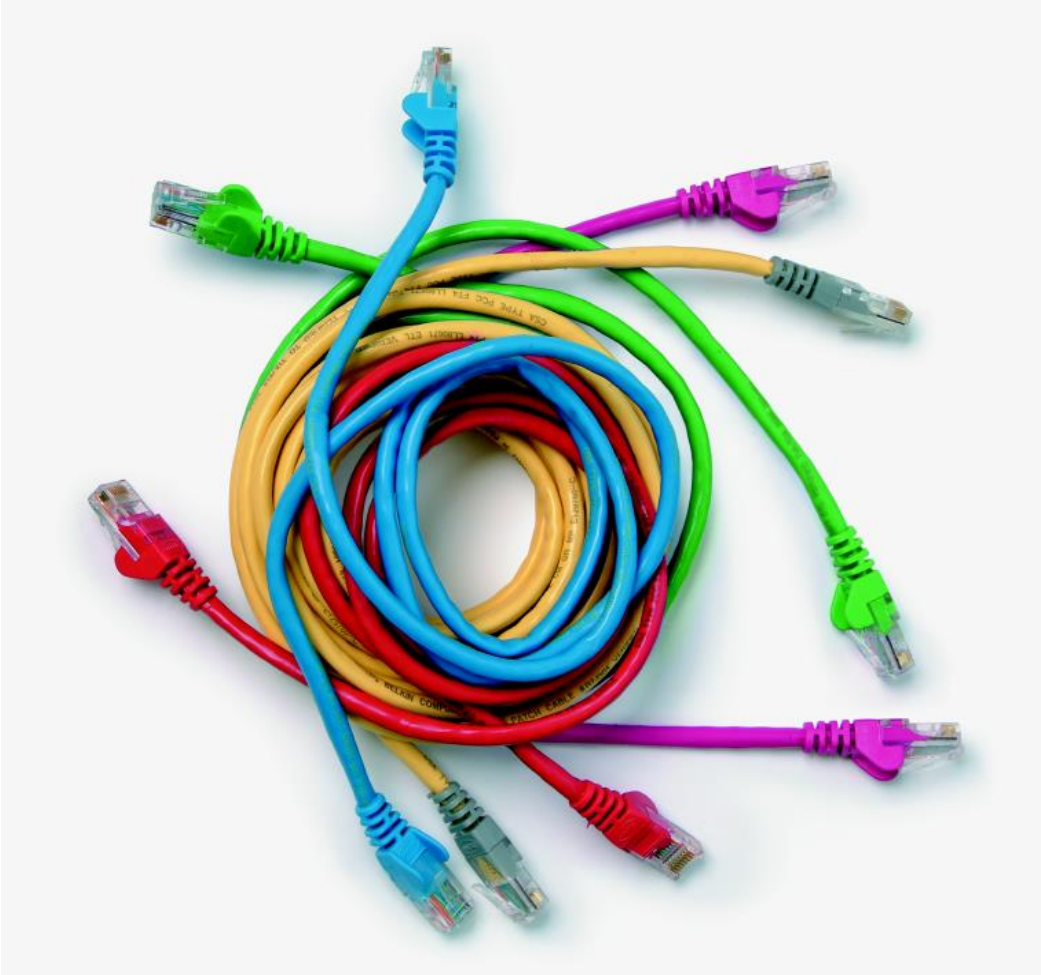
Systems and Principles
Assignment guide for Candidates
Assignment D



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Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Develop ICT technical documentation and procedures (7540-369).

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 **4 hours**.

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Candidate Instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – Research the requirements for documentation production
- Task B – Produce documented procedures for routine printer user maintenance
- Task C – Carry out and amend the procedures/documents
- Task D – Answer underpinning knowledge questions

Scenario

You work for a large company as an assistant IT manager and you have been asked to plan the deployment of a new office suite of software to laptops used by staff in sales and product training.

Your job is to provide written instructions and procedures to install and configure the software. A series of simple routine maintenance procedures (eg defrag, disk cleanup) will be required.

Instructions will be provided using a simple interactive pop-up program. You will be required to provide the wording for the pop-up boxes but you will **not** be required to write the program.

You will also be asked to develop supporting documentation including instructions using an alternative medium.

Note: You must submit ALL documentation, including notes and drafts – some marks will be awarded for the way in which the documentation is researched, planned and produced.

Task A – Research the requirements for documentation production

1 Install the office software using the 'custom' option using one of the optional configurations (Sales or Training) given to you by your Assessor. Take detailed notes of the procedure, including screen prints of **each** of the dialogue boxes.

Repeat the process for the other option.

Organise the storage for **each** set of dialogue boxes.

Continued over…

2 Set up, but do **not** initiate, a HDD defragmentation and a disk clean-up of old, unused and duplicated files.

Take detailed notes of this and record screen prints of all dialogue boxes.

Organise the storage for **each** set of dialogue boxes.

3 Access the System Information page for the PC, recording screen prints. Take notes on how the user should record and email a copy of the System Information file to the IT manager.

Task B – Produce documented procedures for routine printer user maintenance

Note: when producing the flow diagrams in Task B, you can use whatever symbols and ways of representing the information you choose as long as the meaning of symbols etc is clear.

1 For **each** of the procedures in Task A, produce a simple flow diagram to show **all** decision points, the positioning of dialogue boxes **and** the instructions to go with them:

- Office installation – sales
- Office installation – training
- Defragmentation
- System information

2 Incorporating the flow diagrams, produce a draft set of written instructions to enable an operator to carry out **each** of the procedures. At the start of each procedure, briefly explain what the procedure is designed to achieve.

3 Produce a set of diagrams and instructions for the programmer to produce the pop-ups. Briefly explain what needs to be achieved and why.

Task C – Carry out and amend the procedures/documents

1 Using only the operator's set of instructions, carry out **each** of the procedures and check that all details are correct. Make a note of every problem you find and correct each one.

2 Using the House Style examples provided by your Assessor, put the operators' procedures into the required house style, indicating where logos etc should be placed.

3 Select one other format that the operators' procedures could be presented in and convert the final document to that format.

Continued over…

Task D – Answer underpinning knowledge questions

Q1 Briefly explain the importance of establishing the user's exact requirements before starting to develop documentation.

Q2 Outline the copyright legislation that applies to Internet and IT use generally.

Q3 With reference to Task A3, if a free software application was used to extract the system information and then publish it within the IT department, state whether the information would be subject to copyright. Briefly explain your answer.

Q4 Give **two** reasons why many companies adopt a 'house style' for all of their internal and external documents.

Q5 Identify **one** circumstance (**not** documentation) where an organisation might use 'house style'.

Q6 You have produced a set of complex procedures for use across all departments in a customer's organisation. Explain **two** of the risks you would be taking if you introduced them without piloting them first.

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

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