Level 3 IT consulting skills (7540-390/7630-335)

Assignment guide for Candidates

Assignment B

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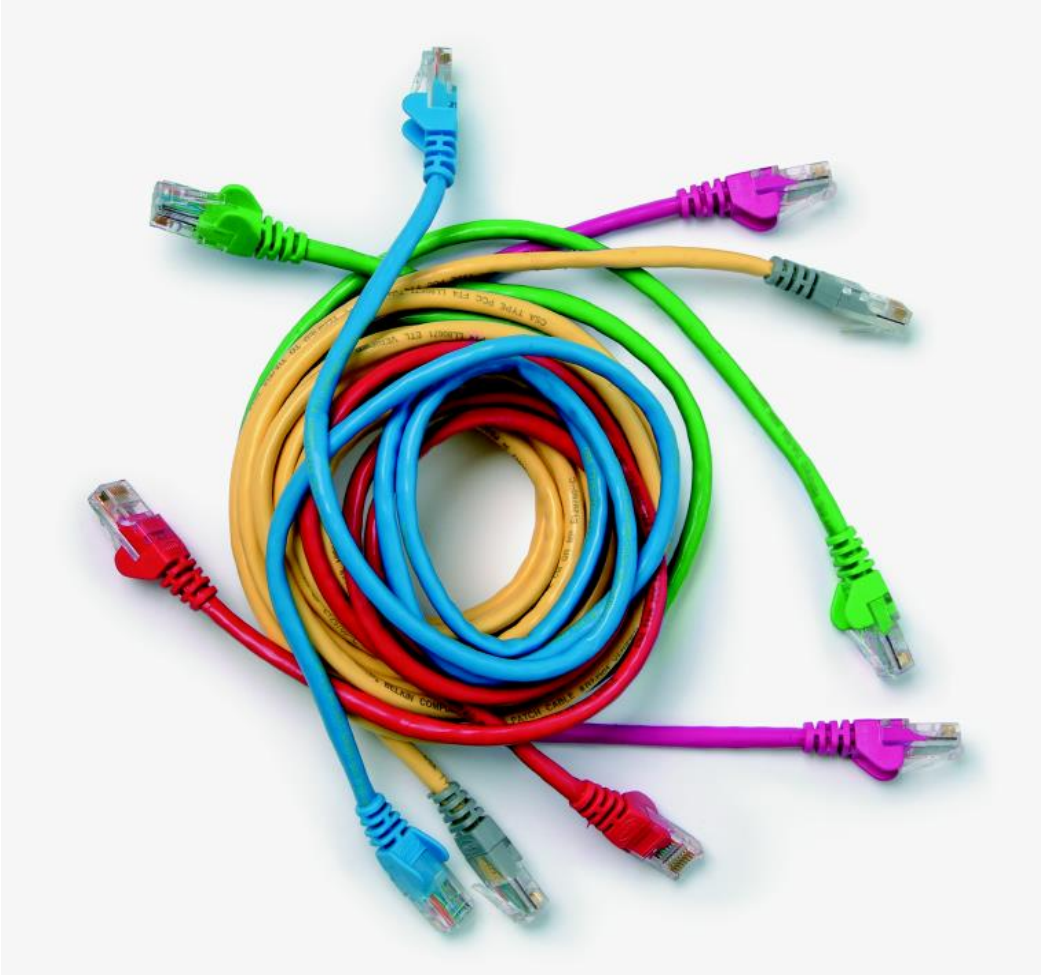
September 2017
Version 2.0



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Level 3 IT consulting skills (7540-390/7630-335)
Assignment B
Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 3 IT consulting skills (7540-390/7630-335)

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 2 hours and all three tasks must be completed.

Level 3 IT consulting skills (7540-390/7630-335)
Candidate Instructions

Time allowance: 2 hours

Assignment set up:

This assignment is made up of **three** tasks

- Task A – Structure a client assignment and identify the key deliverables and acceptance criteria
- Task B – Plan and control the work involved in successfully meeting the objectives
- Task C – Manage the client

Scenario

BITS Financial Services is an independent company offering financial and mortgage advice to a wide range of clients in Hull and the surrounding area. It employs eight financial advisers with company cars who all have their own client caseload and work out of the company offices in the centre of Hull. As parking is a problem, BITS are leasing ten spaces at a local car park for staff, clients and visitors. This is not sufficient and as most of the financial advisers are in and out the office, they park in the local pay and display car park and BITS pays their parking charges. All the financial advisers live in the surrounding villages, which are situated between 10-12 miles out of the City Centre and they drive every morning to the office for the 9.00am meeting with their Manager.

The Managing Director of BITS has heard about 'home working' and has asked you to help them to introduce this concept for all 8 financial advisers. BITS would like 'home working' to be set up within 6 months of you starting the assignment.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Structure a client assignment and identify the key deliverables and acceptance criteria

1 Create a document based upon the phases of the consulting cycle which could be used to record the client requirements for the introduction of home working. The document should have section headings that demonstrate that all key phases of the consulting cycle have been considered.

2 Using the given scenario, fill in the document you have created in Task 1 listing the

- **eight** management deliverables at each phase of the cycle
- **three** essential roles that need to be in place.

3 Using the scenario complete the statement of work document by providing examples against each heading. You should contribute from your own experience where the information is not evident in the scenario.

4 Produce a brief report which includes

- the business case for the introduction of home working
- a process flow diagram containing **two** data flows and **three** processes
- the identification of **three** key stakeholders
- **two** different benefits for **each** identified key stakeholder

Task B – Plan and control the work involved in successfully meeting the objectives

1 Prepare a product breakdown structure which shows

- **three** technical products
- **two** management products
- **one** quality product.

2 Produce a schedule of work for the consulting assignment incorporating a GANTT chart or similar technique, which identifies **eight** tasks. List **three** of the tasks on to a critical path.

Task C – Manage the client

1 Produce either a brief report or a 5 minute presentation which includes

- the schedule of work
- a progress statement
- **two** success criteria
- the questioning techniques used to obtain information
- an indication how success and bad news would be communicated differently.

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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