Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7266/7267-501/7540-364)

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e-Quals
Assignment guide for Candidates
Assignment A

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Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7266/7267-501/7540-364) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises part of the assessment for Level 3 Plan for the delivery of ICT support services and assist in the acquisition of ICT systems (7266/7267-501/7540-364).

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 (7266/7267-501/7540-364)
Candidate instructions

Time allowance: 6 hours

Assignment set up:

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

- Task A – Design a suitable checklist to obtain information about customers systems and services
- Task B – Identify suitable reference sources and collect information. The time taken for this task will **not** be counted towards the overall assignment time
- Task C – Identify customer constraints
- Task D – Create a presentation, suitable to use when making recommendations to a customer
- Task E – Develop a contingency plan to aid business recovery in cases of serious system disruption

Scenario

You are acting as a consultant to one of your customers, A.B.C. Limited. The customer would like to improve their ICT system and undertake a review of their support services. They are concerned that their company has an extremely high dependency on ICT and they need your advice. They aim to reduce any potential risks to their business operations.

Your role is to present to the customer a range of options and recommendations that will assist the company to make the correct management decisions. You will be given a short company profile which includes basic information about their existing ICT system.

You will be given details of the tasks to perform with sample documentation for Task E. You should carry out these tasks as instructed recording all details of the task for assessment purposes.

Note: Read through the complete assignment and refer to the company profile for A.B.C. Limited.

A.B.C Limited Profile

Location

A.B.C. is a successful SME (Small to Medium Enterprise) with 50 employees. They manufacture small plastic widgets at their main location in Marsh Meadow. The company is located at two sites, with most staff being at the larger site. There is a subsidiary site one mile away, where five employees and the Distribution Manager work in the Dispatch Department. All widgets are dispatched from this location. The Accounts Manager, who also has responsibility for the complete ICT system, carries out routine system administration.

Working pattern

The normal working hours are 9 am – 5.30 pm each weekday and there is regular Saturday morning working, based mainly in the Dispatch Department until 1 pm. Some production work takes place on Saturdays when there are urgent orders to fulfil. The Managing Director occasionally works late in the evening and at weekends. Two of the directors have laptops that they use when working at home. Production starts at 8 am and the production staff use the ICT system to produce packing notes and invoices.

Software

The main applications in use on the system are

- business accounts (Sales and Purchase ledger)
- payroll
- word Processing
- stock control and production administration
- customer database.

ICT System components

The ICT system consists of 1 server, 20 ICT workstations and an ISDN link between the dispatch department and the main site. The server has one disk and is running a network operating system. There is a dial in facility, and the network is using UTP hubs and TCP/IP protocol. The server is located in the reception area at the main site. The office staff use laser printers, and there are two dot matrix printers, one for producing packing notes, and one for producing labels, which is located in the dispatch department.

Support contracts

The hardware and software support is contracted for a 5-day (Monday – Friday) cover, 9 am – 5.30 pm.

The following are contracted levels of support.

- **Server**: 4-hour response onsite repair. No guaranteed fix. Support provided by the original hardware manufacturer as the result of an enhanced warranty agreement.
- **ICT workstations**: 10 of the workstations are under a year old and are covered by manufacturers' warranty. However, this is on a return to supplier basis, with a 5-day repair cycle. The other 10 workstations are included as part of a hardware support contract with Electron Services, a local maintenance supplier. Printers are also covered under this contract. The level of support is set at "within two working days, response only".
- **Software**: The software is covered by a telephone support contract, with an 8-hour response. There is an automatic data backup every night. The receptionist inserts the correct media before leaving work at the end of each day and the backup takes place at midnight. The two backup tapes are used in rotation and kept in a locked drawer in the reception area.

Task A – Design a suitable checklist to obtain information about customers systems and services

1 Create a document that could be used for recording information about customer requirements for an ICT system. The form should have section headings that demonstrate that all areas have been considered, and cover **functionality** and **capacity**.
It is important to include sections covering the required use, eg

- support
- physical composition of the system.

2 Using the company profile of "A.B.C. Limited", fill in the document you have created, giving information that you would be likely to receive from the employee responsible for the ICT system at "A.B.C. Limited". You should contribute from your own experience where the information is not evident in the company profile document.

Task B – Identify suitable reference sources and collect information. The time taken for this task will not be counted towards the overall assignment time

This task will demonstrate your ability to collect information from a range of sources. Decide what type of information you will require; the information you collect should be **relevant to a company of this size and structure**.

Information should be obtained from direct and independent sources and should include

- cost
- availability
- specifications
- functionality
- capacity
- training requirements.

Note: The time taken for Task B will **not** be counted towards the overall assignment time**.**

The quality of content and ease of access to information will attract additional marks. Emphasis should be on the quality of information and ease of navigation. The completed document can be in hardcopy (ring binder) or presented in an electronic document.

1 Create an indexed reference file containing information on a range of hardware products. The products should be **relevant to the company profile** for "A.B.C. Limited".

2 Create an indexed reference file containing information on a range of software products. The products should be **relevant to the company profile** for "A.B.C. Limited".

3 Create an indexed reference file containing information on a range of support services. The support services should be **relevant to the company profile** for "A.B.C. Limited".

Task C – Identify customer constraints

Customer constraints are factors that may affect the type of system or service that will be suitable.

1 On the Customer Constraint Form, make a list of **five** constraints that could relate to the requirements for an ICT system or service. For each constraint, give **one** example of a question that would quantify the constraint, and **one** example of a possible reply.

Task D – Create a presentation, suitable to use when making recommendations to a customer

From your research, identify recommendations that could be made. You have been asked to deliver these recommendations to the manager responsible for the ICT system at "A.B.C. Limited".

1 Design and produce a presentation to the customer. The delivery can be in the form of a report or a visual presentation. Additional marks will be awarded for the clear delivery of information. The content must include

- **three** practicable recommendations for improvements, **one** for each of hardware, software and support services. You **must** include detailed information about benefits, constraints, and **three** other implications of making the improvements.

- recommendations for introducing change control documentation. You should explain the importance of change control documentation. Create and demonstrate a simple document that could be used to record changes.

Task E – Develop a contingency plan to aid business recovery in cases of serious system disruption

1 A.B.C. Limited have asked you to identify potential risks that are present with their existing ICT system and services. **Using the company profile**, identify **five** potential risks. Write your answers on the on the answer sheet provided.

2 Consider **three** of the **most** important potential risks. For **each** of these risks, use the Contingency Planning Form to prepare a plan that will give the customer the following information.

- Details of the risk.
- Reasons why the risk is important.
- **Two** actions that can be taken to reduce the risk.
- A contingency plan that will include **two** methods of recovery.

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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