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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Assignment guide for Candidates
Assignment B

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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

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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 B

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 **four** tasks

- Task A – Audit a customer's existing system to produce network connection and security plans.
- Task B – Research and evaluate available systems and services and prepare a report on them.
- Task C – Research and report on additional services and equipment and prepare an example of a Service Level Agreement (SLA).
- Task D – Develop implementation and contingency plans.

Scenario

Since attending a technical training course and learning about customer support provision, you have been looking for an opportunity to use these new skills. Your next-door neighbour is a partner in a small building company. He has been asked to review the existing, very basic, ICT system and make recommendations for improvements.

The building company has 20 employees, of which five work in the office. There is a need to provide all normal commercial services including stock control. The Managing Director would like a laptop computer for use when at home. Many functions, including payroll, are carried out using manual systems.

Your neighbour has asked you to spend a day helping him to make the correct recommendations. He is worried that once the company is fully dependent on ICT, there will be serious consequences in case of failure. You will be given six hours to complete this review and make recommendations.

You will be given details of the tasks to perform. You should carry out these tasks as instructed recording, for assessment purposes, all details of the task.

Task A – Audit a customer's existing system to produce network connection and security plans

You will be given a peer-to-peer network (two workstations connected to the Internet and a shared printer) with which to work. You should carry out this task on the existing set up.

1 Carry out a physical and electronic audit on both workstations, including the network configurations. Record your findings on the ICT System Audit Logs (Hardware and Software).

2 Carry out an audit on the printer and record your findings on the ICT Systems Audit Log (Hardware).

3 Produce a network connection audit for the Internet-enabled equipment including cable types and connectors.

4 Produce a detailed network security audit including access control, anti-virus measures and Internet security.

Task B – Research and evaluate available systems and services and prepare a report on them

1 Create a reference file to contain full details of the customer's requirements, including

- equipment
- services (maintenance, Internet etc)
- security.

2 Use the manufacturers' guides to select specific equipment that will satisfy the customer's requirements for the office. Information gathered should include specifications, availability and cost. Account should be taken of existing equipment, which should be re-used as far as possible. Enter all information gathered into the reference file.

3 Compile, for the customer, a summary report of the information gathered. Make recommendations regarding

- the use and/or disposal of existing equipment
- new equipment required
- security measures required
- contingency planning (including equipment required).

Task C – Research and report on additional services and equipment and prepare an example of a Service Level Agreement (SLA)

1 The customer has asked for advice on establishing a website. Investigate the process of setting up a commercial website. Base your information on **two** different but typical packages from **two** different service providers and compile a brief report giving information on

- facilities (number of pages, on-line payment etc)
- costs
- benefits
- reliability
- potential difficulties.

2 Research the company's options for Internet access. Briefly summarise the options, covering

- performance
- security
- approximate cost.

3 Research the options for a laptop for use by the Managing Director. Briefly summarise your findings covering **three** different options, detailing

- specifications available
- connectivity with the office network, both remotely and locally
- cost of the laptop

4 Prepare a draft SLA to provide support to the proposed system, bearing in mind the nature of the company's business. Include examples of

- hardware support
- software support
- warranty arrangements
- preventive maintenance
- other services that would be normal for this type of organisation.

Within the SLA, produce **one** specification for a basic service, and **one** higher specification service that would normally be available from support providers.

Task D – Develop implementation and contingency plans

1 Create a simple outline implementation plan, to illustrate how the changes could be accomplished. Use appropriate headings to indicate that all possible effects of the changes were considered. Include **seven** steps.

2 Using the information in the previous document, produce a checklist to

- assist the customer in assessing the risks
- help plan for disaster recovery of the system and data.

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

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