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 C

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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 C

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 **5 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: 5 hours

Assignment set up:

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

- Task A – Evaluate the client's existing set-up and future needs
- Task B – Produce solutions to the client's requirements
- Task C – Create draft installation and contingency plans

Scenario

You work as an IT systems consultant specialising in systems for small medical establishments set up by doctors, dentists and veterinary surgeons. A new client has recently taken over a large well-established dental practice and quickly realised that the previous owner did not like modern technology very much. There is one PC in the whole building and much of the other electronic equipment needs replacing. Fortunately, there are funds available and you have been asked to advise on the provision and support of an IT network that will serve four treatment rooms and a reception area. There is also to be a television with a multi-media feed in the waiting room. You have also been asked to evaluate the existing PC for possible inclusion in the network as the receptionist's workstation, since it already contains a lot of patients' records. Read the functional requirements and the assignment tasks before you start work.

Functional requirements for the dental practice network

Number of rooms requiring a workstation or network feed:	7
Staff:	Three dental surgeons, three dental nurses, one hygienist, one receptionist and one practice manager.
Functionality required in each room	
Dentist Surgery (x3):	Access patients' records and appointments system. Input data. Capture, view and store patient x-ray images. Capture, view and store (still and video) images from a miniature camera used in dental inspections, including live feed to other surgeries. Hands-free voice communication with the other three surgeries and reception. Basic office facilities including e-mail. Internet access and VoIP phone with voicemail. High quality music output.
Hygienist Surgery(x1):	Access patients' records and appointments system. Input data. Capture, view and store (still and video) images from a miniature camera used in dental inspections, including live feed to other surgeries. Hands-free voice communication with the other three surgeries and reception. Basic office facilities including e-mail. Internet access and VoIP phone with voicemail. High quality music output.
Practice Manager:	Full office facilities including e-mail. Laptop docking.
Reception:	Access patients' records and appointments system. Input data. Basic office facilities including e-mail. Internet access and VoIP phone with voicemail.
Waiting Room:	Video feed from network to a satellite TV monitor for showing patient education films. One-way voice communications from reception.
Hours of business:	Mon-Fri 0830-1800. Saturday 0900-1300 (emergencies only).

Task A – Evaluate the client's existing set-up and future needs

Here you are asked to evaluate the client's existing PC to assess its suitability for use in a new networked system.

1 Boot up the PC you have been given for this assignment and access information about the hardware. Access information about the operating system and installed software.

List items you think are relevant in deciding if the PC is suitable to be used as a workstation in the new network. Justify your decision.

2 Access all of the data (**except** system data) held on the PC and note down folder names, locations and total folder size.

3 Using the supplied list of functional requirements, decide what type of documents or files the various users will be working with and the type of software involved. Make a working list of software and file type requirements for **each** of the listed workstations. Identify **each** application as 'standard' or 'specialist/bespoke'.

4 Research the type of specialist software that might be required by the dentist to provide the services stated on the list. Compile a list of references to the information. **Note:** this does **not** count towards the total assignment time.

5 Make a list of questions to ask the customer to determine the constraints that would apply to the new installation including regulatory, environmental and availability of service.

Interview the customer and make a list of any constraints that would apply to the installation, including those imposed by the customer.

Task B – Produce solutions to the client's requirements

1 Produce **two** alternative solutions for the customer's requirements.

- One giving the optimum performance and ability to expand.
- The other should offer the required performance, adequate service, but little provision for expansion.

Using the information obtained in Task A, make a list of **all** of the software and system components required for the planned systems. Include, in the list

- software brands and titles
- possible sources of hardware
- approximate retail prices.

2 Assume all of the rooms are to be on the same level. Use a diagram to show where **each** of the proposed system components should be located. Indicate the software that would be required to be accessed from or installed on **each** of the workstations. Indicate a suitable cable type to be used.

3 Using the functional requirements and the answers to your questions put to the customer, produce **two** different proposals for a Service Level Agreement (SLA).

- One to provide a basic service that would give adequate support with agreement that it would be acceptable for one of the surgeries to have no IT for a maximum of one working day.
- The other to provide full service maintaining a maximum down time of 2 hours for any of the workstations.

The SLA proposals should contain the information on the following.

- On site/return to workshop/time and parts/remote.
- Response timescales (same day/next day/office hours/24 hours/Monday-Friday/7 days).
- Warranty arrangements.
- Consultancy.
- Preventative maintenance.
- Life cycle management.
- Training.
- Helpdesk.
- On-line assistance.

If any items on the above list are omitted from one of the proposals, you must explain why.

Task C – Create draft installation and contingency plans

Here you are asked to devise a plan for bringing the new system into service and implementing the SLA. You are also asked to develop an outline contingency plan to enable the dental practice to continue to operate following a catastrophic event such as a flood, fire etc.

1 Create a plan to bring the new system into service and make sure the users are able to operate all of the required features. You should confine the installation plan to an estimate of how long each room will be unusable for during installation.

2 Create the outline of a contingency plan to ensure that the

- patient records and other data relating to the dental practice is protected and available at all times
- IT facilities can be restored as quickly as possible following a disaster to allow treatment to resume (you may assume that dental equipment would be replaced quickly following a disaster).

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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