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

www.cityandguilds.com/e-quals07
August 2009
Version 1.1

e-Quals
Assignment guide for Candidates
Assignment D

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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 – Technical Specification
- Task B – Technical Proposal
- Task C – Service Level Agreement
- Task D – Project Plan

Scenario – Terms of Reference

You work as a Systems Support Officer for a college with a growing workload and number of staff and students to support. The college has decided to open a new centre to house systems support courses. You have been asked to provided details of the new IT equipment that must be purchased, design a plan for implementation and provide a Service Level Agreement to support these systems.

The Centre will consist of six open plan rooms or labs, each with 20 PCs. There will also be a small staff room with six PCs. This new centre will house up to 120 users. Two rooms have been left empty to allow for future expansion.

Provision has been made in the new building for a small comms/server room. It is estimated that to provide fast logins, enough storage capacity and redundancy, at least two servers should be purchased. The comms room will also need to be fitted with data cabinets.

All computers must form part of a LAN and its associated components must be specified. Wireless access is required throughout to provide roaming network access in addition to standard cabled connections.

The new centre will need a WAN connection back to the main site for the college to provide Internet access and other services. Any available technology could be used for this connection but an estimation of the bandwidth required for Internet and database access from the main data centre must be provided. All users connect to the Internet to run interactive materials and staff connect to the main management databases.

Task A – Technical Specification

Create a word processed document that outlines what you have understood from the Terms of Reference which formed part of the scenario. This information can be supplemented.

1 Identify and document the requirements of the customer for ICT system functionality and capacity eg

- documents they process/use
- information they store/keep
- how they use stored information
- transactions made with others
- reports or documents they need to produce
- designs they produce
- what communications systems they use
- who they communicate with
- number of users
- data processing
- transaction processing
- design (eg graphics, web design, CAD)

2 Identify **three** sources of information for ICT systems and **three** sources of ICT services. Information should be obtained from direct and independent sources and should include

- websites
- sales brochures
- product specifications.

Task B – Technical Proposal

1 Select suitable equipment to meet customer needs from

- stand alone PCs
- networked PCs
- servers
- network equipment
- operating system
- application software.

2 Produce a report to present a range of possible system solutions for the following. A spreadsheet could be used for financial data regarding the proposed system. Information found from the Internet, regarding technical specifications, should form part of the finished proposal.

- Cost.
- Availability.
- Specifications.
- Functionality.
- Capacity.
- Training requirements.

Task C – Service Level Agreement

1 Prepare and submit a Service Level Agreement (SLA), which will provide the ideal level of support for the business requirements, imposing no limitations on business activities. The SLA should cover hardware support, software support, warranty arrangements, preventative maintenance and other services that would be normal for this type of organisation.

Create a word processed document to present this information. Each specification should contain at least

- an overview of upgrades likely to be required in the future
- type of repairs (on/off site, etc)
- response times
- responsibility for preventative maintenance
- training
- helpdesk arrangements
- on-line assistance
- replacement/loan equipment arrangements
- arrangements for emergency system recovery/re-location
- limitations imposed.

Task D – Project Plan

1 Create a plan to implement the system and support services you have specified.

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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