Level 3 Develop ICT technical documentation and procedures (7266/7267-508/7540-369)

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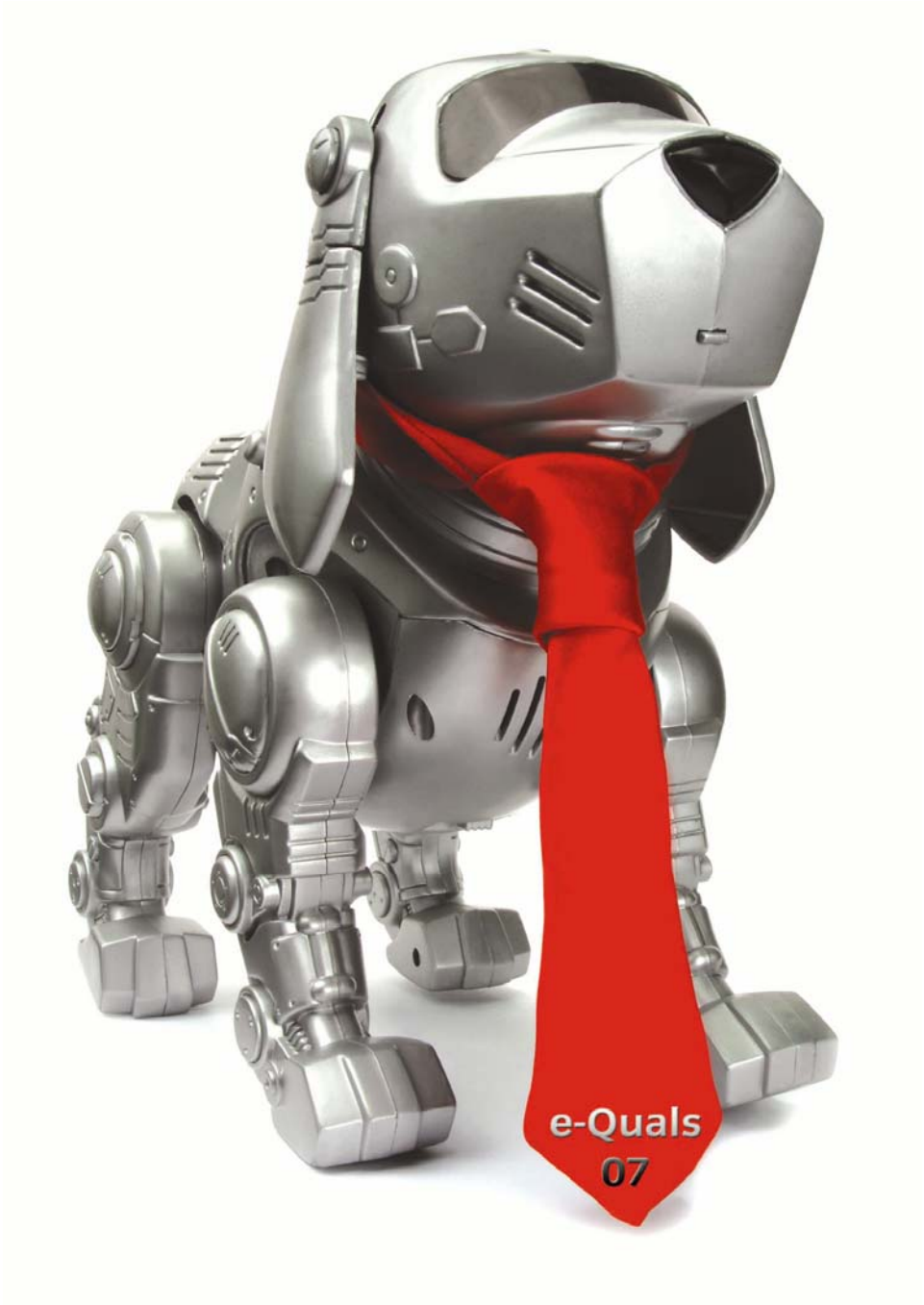
Assignment guide for Candidates
Assignment A



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Level 3 Develop ICT technical documentation and procedures (7266/7267-508/7540-369) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Develop ICT technical documentation and procedures (7266/7267-508/7540-369).

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 4 hours

Level 3 Develop ICT technical documentation and procedures (7266/7267-508/7540-369)
Candidate instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – Produce a procedure for handling hard disk drives
- Task B – Carry out and amend the procedures

Scenario

You are a support engineer in a company providing system support to customers with large numbers of users. Your company is responsible for arranging the repair of faulty system components and therefore deals with a large throughput of serviceable and unserviceable items. Items for repair are delivered to the stores by support engineers and are then packed and dispatched to the repair organisation by stores staff. There have recently been complaints from the repair organisation and from some internal departments that hard disk drives for repair have been

- poorly packed and have arrived damaged
- found to contain highly confidential data
- poorly labelled, with little or no recording documentation.

You have been asked to produce the following.

- Preparation, handling and packing procedures for hard disk drives.
- Documentation to enable the components to be properly identified and repaired.

Documents should be produced in the 'house style' indicated by the examples supplied by your Assessor.

Task A – Produce a procedure for handling hard disk drives

1 Using the information resources provided by your Assessor, gather information relating to the preparation, handling and packing of hard disk drives and decide on the type and format of documentation required.

2 Prepare draft documentation from the information gathered including a

a) preparation procedure for hard disk drives prior to packing
b) handling / storage / packing procedure for serviceable and unserviceable hard disk drives
c) documentation procedure with sample documents to include labels, fault reports and a form to notify accounts that an item has been sent for repair.

On completion, hand in your answer to task A. You will **not** be able to make any further amendments. You will then be given documentation for Task B.

Q1 You have a contract to produce technical documentation for a customer to use commercially. Describe **three** legal factors that might apply when using information from the following sources.

- The Internet.
- Manufacturers' manuals.
- Technical staff contact information.

Q2 Describe suitable documentation formats for the following cases.

a) Helpdesk operators requiring quick reference to large quantities of information.
b) Network operating staff carrying out complex routine maintenance.
c) Staff using a networked laser printer.

Task B – Carry out and amend the procedures

In this task, you are asked to try out the documentation to ensure that it is clear and unambiguous.

1 Using the hard disk drive and materials provided, carry out the procedures given to you by your Assessor. Make notes of any procedures that are ambiguous or difficult to interpret.

2 Amend the procedures and documentation to rectify the problems noted and save to a suitable location.

Q3 State **four** types of software package that could be used to produce technical documentation and describe their functions.

Q4 State **two** possible consequences of failing to pilot new documentation with a customer.

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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