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

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Assignment guide for Candidates
Assignment B

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

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 **three** tasks

- Task A – Research the requirements for a new software application and methods for system audit
- Task B – Produce instructions for remote users to audit their own systems and to design accompanying documentation
- Task C – Produce documentation to assist in data collection, to design a pro forma and test the audit of the system

Scenario

You are employed by a large company as an ICT supervisor. The company has a network with approximately 400 users. It also has 300 home workers and sales staff (using laptops and stand-alone machines) distributed throughout the UK. The company has decided that, to speed up the production of documents and to reduce the incidence of upper limb disorders, speech recognition software will be installed on every workstation and laptop. Before this can be accomplished, the company's stock of ICT equipment must be audited and assessed for compatibility with the new software. For practical reasons, most of the equipment will be audited by the users, who will report the details to you via e-mail.

You have been tasked with producing the necessary documentation so that this task can be accomplished quickly and accurately. Your Assessor will advise you of the speech recognition software to be used, and of the operating systems concerned. The medium and format for each document should be selected for ease of use and transmission.

You should assume that the target audience are competent users, but have no technical training. You should also assume that all users have the same operating system, to be nominated by your Assessor.

Task A – Research the requirements for a new software application and methods for system audit

1 Research and list the exact system requirements for the speech recognition software to operate and to give maximum flexibility to the user. You should include all other software applications and operating systems with which it can be used.

2 Research the methods and describe which software and hardware audits can be carried out on the user's operating system.

Q1 On the answer sheet, briefly describe **two** problems that could arise during the audit process and give a possible solution for each.

Task B – Produce instructions for remote users to audit their own systems and to design accompanying documentation

1 Produce a draft audit procedure for the operating system with instructions in note form.

2 Design an audit sheet for completion by the users, to include

- all aspects of the system requirements
- suitability
- decision and recommendations boxes to indicate suitable upgrade options.

3 Check and verify that the instructions are correct for the operating systems and amend the instructions accordingly. Mark **each** step with comments and amendments as required, including if satisfactory.

4 Produce a final draft version of **each** document suitable for transfer to company format.

Q2 State **four** different formats in which the above documents could be produced.

Task C – Produce documentation to assist in data collection, to design a pro forma and test the audit of the system

Q3 Select **three** possible media that could be used to present all of the collected audit data. On the answer sheet, briefly describe **one** advantage and **one** disadvantage of **each**. Choose the **most** effective of these in this case.

1 Using the selected medium, produce a summary chart that can be used to tabulate the audit data for all of the machines including required upgrade actions.

2 Produce a pro forma to be used to notify **each** user of the work required on their workstation or laptop.

3 Obtain sets of data from your Assessor and use them to test the suitability of the summary chart and notification pro forma. Mark **each** document with comments and amendments.

4 Produce a final draft version of **each** document suitable for transfer to company format.

Q4 On the answer sheet, briefly explain why organisations generally have a standard 'house style' for their documentation. Identify **four** reasons.

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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