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

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Assignment guide for Candidates
Assignment C

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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 documentation production
- Task B – Produce documented procedures for routine printer user maintenance
- Task C – Carry out and amend the procedures / documents

Scenario

You are a support engineer providing system support to a company which has a large number of small separate offices. All of these offices are carrying out a considerable amount of printing work using a mixture of laser and inkjet printers. Over a period of time, there have been a large number of printing problems reported which have resulted in a high number of requests for support. In a number of cases, hardware has needed to be replaced which has caused temporary reductions in printed throughput.

A review of the problems found has shown that

- routine user maintenance has not been carried out on the printers
- users lack suitable training / information for dealing with correct replacement of consumables
- no auditing / monitoring is taking place which would assist in predicting the life expectancy of equipment and peripherals

You have been tasked with producing suitable documentation for the users which will help them to address the problems identified easily and quickly. Your Assessor will advise you of the types of printer and any other relevant equipment which is in use. The medium and format for the documentation should be chosen for efficient and easy use.

You should assume that the target audience are competent users, but are not technically skilled. It is most important that any specific health and safety issues are made very clear.

Task A – Research the requirements for documentation production

1 Using the information resources provided by your Assessor, gather information relating to each of the printing problems identified in the scenario. Provide rough notes of your actions and copies of any relevant documents.

2 Decide on the type and format of suitable documentation which could be used to assist users to overcome each of the problems identified. Record and justify your decisions on your answer sheet.

Q1 State **four** main issues which must be considered when planning documentation.

Q2 Give **three** reasons why documentation should be accurate and current.

Task B – Produce documented procedures for routine printer user maintenance

Q3 List **seven** items (sections) which could be included in written documentation.

1 Plan and prepare draft documentation from the information gathered in Task A1. The documentation should be suitable to assist users.

Q4 State **two** reasons why it is important to have documentation independently checked.

Task C – Carry out and amend the procedures / documents

1 Using the printer and any other materials provided, carry out your draft procedures as created in Task B1. Make notes of any procedures that are unclear or ambiguous. Each procedure should be suitably annotated.

2 Amend your draft procedures as required, and convert them into a suitable final form for customer use. Your final form documents should

- conform to the house style as provided by your Assessor
- include at least one item in a webpage format and one in flow chart form.

Q5 List **three** reasons for piloting documentation with customers.

Q6 List **three** common methods which can be used to obtain feedback from users who have used new documentation.

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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