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

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

e-Quals
Assignment guide for Candidates
Assignment D

About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Introduction – Information for Candidates	2
Level 3 Develop ICT technical documentation and procedures (7266-508)	3
Candidate instructions	3

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

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 **four** 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
- Task D – Answer underpinning knowledge questions

Scenario

You work for a large company as an assistant IT manager and you have been asked to plan the deployment of a new office suite of software to laptops used by staff in sales and product training.

Your job is to provide written instructions and procedures to install and configure the software. A series of simple routine maintenance procedures (eg defrag, disk cleanup) will be required.

Instructions will be provided using a simple interactive pop-up program. You will be required to provide the wording for the pop-up boxes but you will **not** be required to write the program.

You will also be asked to develop supporting documentation including instructions using an alternative medium.

Note: You must submit ALL documentation, including notes and drafts – some marks will be awarded for the way in which the documentation is researched, planned and produced.

Task A – Research the requirements for documentation production

1 Install the office software using the 'custom' option using **one** of the optional configurations (Sales or Training) given to you by your Assessor. Take detailed notes of the procedure, including screen prints of **each** of the dialogue boxes.

Repeat the process for the other option.

Organise the storage for **each** set of dialogue boxes.

2 Set up, but do **not** initiate, a HDD defragmentation and a disk clean-up of old, unused and duplicated files.

Take detailed notes of this and record screen prints of all dialogue boxes.

Organise the storage for **each** set of dialogue boxes.

3 Access the System Information page for the PC, recording screen prints. Take notes on how the user should record and email a copy of the System Information file to the IT manager.

Task B – Produce documented procedures for routine printer user maintenance

Note: when producing the flow diagrams in Task B, you can use whatever symbols and ways of representing the information you choose as long as the meaning of symbols etc is clear.

1 For **each** of the procedures in Task A, produce a simple flow diagram to show **all** decision points, the positioning of dialogue boxes **and** the instructions to go with them.

- Office installation – sales
- Office installation – training
- Defragmentation
- System information

2 Incorporating the flow diagrams, produce a draft set of written instructions to enable an operator to carry out **each** of the procedures. At the start of each procedure, briefly explain what the procedure is designed to achieve.

3 Produce a set of diagrams and instructions for the programmer to produce the pop-ups. Briefly explain what needs to be achieved and why.

Task C – Carry out and amend the procedures / documents

1 Using only the operator's set of instructions, carry out **each** of the procedures and check that all details are correct. Make a note of every problem you find and correct each one.

2 Using the House Style examples provided by your Assessor, put the operators' procedures into the required house style, indicating where logos etc should be placed.

3 Select one other format that the operators' procedures could be presented in and convert the final document to that format.

Task D – Answer underpinning knowledge questions

Q1 Briefly explain the importance of establishing the user's exact requirements before starting to develop documentation.

Q2 a) Outline the copyright legislation that applies to Internet and IT use generally.

b) With reference to Task A3, if a free software application was used to extract the system information and then publish it within the IT department, state whether the information would be subject to copyright.

c) Briefly explain your answer.

Q3 a) Give **two** reasons why many companies adopt a 'house style' for all of their internal and external documents.

b) Identify **one** circumstance (not documentation) where an organisation might use 'house style'.

Q4 You have produced a set of complex procedures for use across all departments in a customer's organisation. Explain **two** of the risks you would be taking if you introduced them without piloting them first.

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

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a company registered in England and Wales (company number 16513878)