Pearson BTEC Level 3 Nationals Extended Diploma

Information Technology

Unit 14: IT Service Delivery

Part B

Window for supervised period: Monday 23 April 2018 – Monday 14 May 2018 **Supervised hours: 8 hours**	Paper Reference **20161K**

You must have:
Outline_Service_Strategy.rtf
Define_IT_Services_Catalogue.rtf
IT_Service_Management_Implications.rtf

Instructions

- You will need your research notes from **Part A** (maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** should be taken at any time during the period of 3 weeks timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer **all** activities.

Information

- The total mark for this task is 68.

P 5 9 6 5 2 A

Pearson

Instructions to Teachers/Tutors and/or Invigilators

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the Instructions for *Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for candidate use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission. Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Teachers/tutors may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Teachers/tutors and invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learners' notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

Maintaining Security

- Learners must not bring anything into the supervised environment or take anything out.

- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.

- Internet access is not permitted.

- Learner's work must be regularly backed up. Learners should save their work to their folder using the naming instructions indicated in each activity.

- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.

- Learners can only access their work under supervision.

- User areas must only be accessible to the individual learners and to named members of staff.

- Any materials being used by learners must be collected in at the end of each session, stored securely and handed back at the beginning of the next session.

Outcomes for submission

Each learner must create a folder to submit their work. Each folder should be named according to the following naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 25 May 2018.

Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete **Part B** set task. This material must be in a hard copy format.

Outcomes for submission

You must create a folder to submit your work. Your folder should be named according to the following naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

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Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

You must complete an authentication sheet before you hand your work into your teacher/tutor.
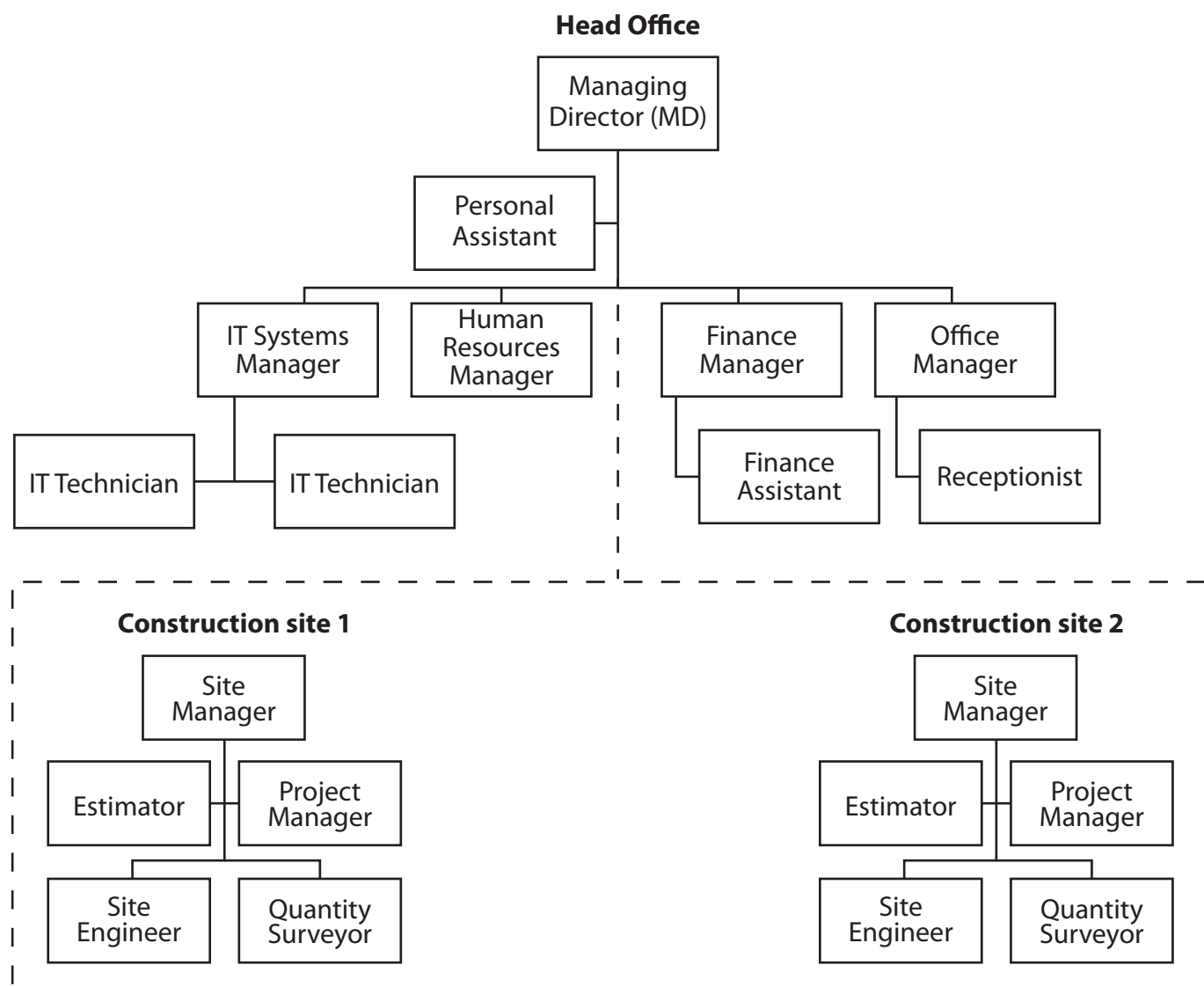
Set Task Brief

Buckton Construction is a civil engineering organisation with a Head Office in London. The organisation employs ten members of staff in the Head Office and other staff members who work remotely on construction sites.

Typically the organisation would be managing two construction sites at any one time.

They need a range of IT systems to store and manage information and data requirements of the organisation.

Buckton Construction is not a real organisation but is meant to be representative of this type of construction organisation in the civil engineering world.

Once a project has started contracts are issued to independent Estimators, Site Managers, Quantity Surveyors and Project Managers who all have their own specific job roles. They will require suitable technology to allow them to work at construction sites and in other locations.

Head Office

```
                        Managing
                        Director (MD)

              Personal
              Assistant

   IT Systems      Human           Finance        Office
   Manager         Resources       Manager        Manager
                   Manager

IT Technician   IT Technician    Finance        Receptionist
                                 Assistant
```

Construction site 1

```
        Site
        Manager

   Estimator    Project
                Manager

   Site         Quantity
   Engineer     Surveyor
```

Construction site 2

```
        Site
        Manager

   Estimator    Project
                Manager

   Site         Quantity
   Engineer     Surveyor
```

In the future Buckton Construction is looking to improve systems by providing the following additional services:

1. a secure form of file transfer as the Managing Director is concerned about the amount of confidential business and individual information held
2. a live video security feed for each site that the Site Manager can view and control 24/7
3. suitable portable devices that will allow users to communicate, record progress and access centrally stored data.

Part B Set Task

You must complete ALL activities within the set task.

Produce your documents using a computer.

Save your documents in your folder ready for submission using the formats and naming conventions indicated.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

You have been asked to design an IT service solution for Buckton Construction, by applying the IT service life cycle. You should consider alternative solutions and the delivery implications these may have on the current and future needs of the organisation.

Activity 1: Outline IT service strategy

Produce an outline IT service strategy using the template **Outline_Service_Strategy.rtf** for Buckton Construction's current and future needs.

Your service strategy should:

• identify Buckton Construction's IT service and/or process requirements

• prioritise the IT service and/or process requirements in relation to the needs of the organisation and its employees

• justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as **activity1strategy_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 1 = 8 marks)

Activity 2: IT service catalogue

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the organisation. Use the template **Define_IT_Services_Catalogue.rtf**

Save your completed service catalogue as a PDF in your folder for submission as **activity2catalogue_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 2 = 8 marks)

Activity 3: IT service delivery solution

Produce a design for an IT service delivery solution that will meet the current and future needs of Buckton Construction and its employees.

You should include:

- information requirements

- data requirements

- hardware and software service options

- managing infrastructure and users.

Your design evidence must contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as
activity3solution_[Registration number#]_[surname]_[first letter of first name]

You are advised to spend 3 hours on this activity.

(Total for Activity 3 = 20 marks)

Activity 4: Management report evaluating the solution

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Buckton Construction.

It should include:

- an assessment of the appropriateness of your solution

- a comparison with alternative solutions that could be used

- a rationale for choosing your solution over the alternatives.

Save your completed management report as a PDF in your folder for submission as **activity4evaluation_[Registration number#]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 4 = 12 marks)

Activity 5: IT service management implications report

Produce a report using the template **IT_Service_Management_Implications.rtf**

Analyse the IT service management implications for Buckton Construction of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the organisation's services and products

- managing and supporting users

- managing and supporting the organisation's customers

- managing the organisation's IT assets.

Think about how each area will be affected by:

- constraints, such as legal requirements, security issues, resource limitations

- changes in the organisation's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as **activity5implications_[Registration number#]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 5 = 16 marks)

(TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS)
TOTAL FOR TASK = 68 MARKS

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