Pearson BTEC Level 3 Nationals Extended Diploma

Window for supervised period:
Monday 7 January 2019 – Friday 25 January 2019

| Supervised hours: 8 hours | Paper Reference **20161K** |

Information Technology

Unit 14: IT Service Delivery

Part B

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 paper is 68.

W 6 1 6 7 7 A

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 learner 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 a PDF document 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.
- Learners' work must be regularly backed up. Learners should save their work to their folder using the naming instructions 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 the learners must be collected 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 29 January 2019.

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]

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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]

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

Nizuk Care Home is based in a village in Wales with the head office in Cardiff. The care home employs 62 members of staff.

Currently there are eight computers in the care home and the staff who have access to them include:

Care Home Manager – 1 dedicated computer
Deputy Manager – 1 dedicated computer
Nursing staff – 1 shared computer
Senior care staff – 1 shared computer
Receptionist – 1 dedicated computer
Administrators – 2 dedicated computers
Maintenance Officer/Activity Coordinators – 1 shared computer.

All computers are old and need to be replaced.

Central servers are based at head office and are managed by IT Technicians. The computers based in the care home access data and applications from the central servers remotely.

The home has three units for the 80 residents:
• Nursing Unit 40
• Residential Unit 25
• Dementia Unit 15.

Either nurses or senior carers manage each unit. The Care Home Manager and Deputy Manager oversee the running of the care home.

The care home has three floors:

Ground floor

Front / back entrances: CCTV camera and signing in books

Reception area: CCTV recording and viewing equipment, two-way intercom with ability to unlock front and back entrance doors

Manager / Deputy's office: Office space with PCs. Secure refrigeration room for storage of medication

Training room: Projector and screen

Nursing unit: 20 bedrooms. Nurses' station with PC, photocopier / printer / scanner / fax machine. A secure refrigeration area for storage of medication

Dementia unit: Self-contained secure unit with 15 bedrooms. Senior carers' station with PC

First floor

Nursing unit: Nurses' station and 20 bedrooms

Residential unit: Senior carers' station and 25 bedrooms

Second floor

Administrators' office: Office space with PCs, photocopier / printer / scanner / fax machine

Maintenance Officer /   Office space with PC
Activity Coordinators:

Nizuk Care Home is not a real organisation but is meant to be representative of this type of facility in the care home sector.

Nizuk Care Home	
Location	Wales
Number of staff - 62	Manager (1), Deputy Manager (1), Receptionist (1), Administrators (2), Nurses (6), Senior Carers (6), Carers (36), Maintenance Manager (1), Activity Coordinators (2), IT Technicians (6)
Staff information	**Manager** • Oversees the running of the care home • Manages the budget and prepares monthly reports • Prepares agendas and takes minutes of all meetings • Responds to emails and correspondence **Deputy Manager** • Manages the staff rota and staff training • Manages, records and orders all medication for the residents **Receptionist** • Operates two-way intercom system (unlocking both entrances) • Provides administrative support to all staff • Manages petty cash, residential fees, residents' personal allowances • Updates staff Disclosure and Barring Service (DBS) registrations **Administrators** • Prepare legally binding contracts for all new residents • Send monthly invoices to residents' families for payment • Send annual residential fees information to families • Administer payroll **Nurses** Six nurses working on a rota basis with two on duty at any one time. • Manually update medication details for all residents in the nursing unit • Ensure all repeat prescription medication is processed accurately and stored securely • Ensure any requests for additional medication are sent to a doctors' surgery promptly using the fax machine

	Senior Carers Six senior carers working on a rota basis with four on duty at any one time. Senior Carers in the Nursing Unit: • Undertake induction with new staff and assist nursing staff Senior Carers in the Residential and Dementia Units: • Manually update medication details for all residents in these units • Ensure all repeat prescription medication is processed accurately and stored securely • Ensure any requests for additional medication are sent to a doctors' surgery promptly using the fax machine

In the future Nizuk Care Home is looking to improve its systems by providing:

• computer controlled access systems
• access to e-Learning systems
• IT systems to record petty cash and other small financial transactions.

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 Nizuk Care Home, 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 Nizuk Care Home's current and future needs.

Your service strategy should:

- identify Nizuk Care Home'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 clients

- 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 Nizuk Care Home and its clients.

You should include:

- information requirements

- data requirements

- hardware and software service options

- managing infrastructure and users.

Your design evidence may 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 Nizuk Care Home.

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 Nizuk Care Home 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 staff

- managing and supporting the organisation's clients

- 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