|  |  |
| --- | --- |
| **Name** |  |
| **Candidate number** |  |
| **Centre number** |  |
| **Date** |  |

**Scenario 1 – Activity 1 – IT service catalogue**

Explain the benefits and drawbacks of using the current IT services for the organisation’s needs.

|  |  |  |  |
| --- | --- | --- | --- |
| **Service name** | **Service description** | **Benefits** | **Drawbacks** |
| Word-processing software | Used to:   * type letters and invoices to send to rental visitors * type wage details for the on-site worker * record rental dates for chalets and touring / camping spaces * draw a plan of all chalets and touring/camping spaces |  |  |
| Landline telephone | Used to:   * take bookings * arrange cleaning and maintenance staff * contact visitors before their stay * get feedback from visitors |  |  |