|  |  |
| --- | --- |
| **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** |
| Landline telephone | Used to:   * discuss initial design requirements with the client * arrange meetings with the client and the builder * contact the client with any issues on the designs * get feedback from clients |  |  |
| Desk and stationery (paper, pencil, rubber, ruler etc.) | Used to:   * draw the designs onto suitably sized paper * make alterations to designs |  |  |
| Photocopier and filing cabinet | Used to:   * provide a copy for the client and the builder * store a master copy of designs at the office |  |  |
| Office space and method of travelling | Used to:   * meet with clients * travel to the construction sites and clients’ homes |  |  |