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

**Scenario 2 – Activity 2 – IT service delivery solution**

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

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| --- | --- | --- | --- |
| **Current IT issues** | **Stakeholders affected** | **Recommended improvements** | **Software and Hardware** |
|  |  |  |  |
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**- Insert your IT system diagram on a new page.**