|  |  |
| --- | --- |
| **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:   * store ingredients and recipe information * store customer details including any intolerances * keep track of stock |  |  |
| Landline telephone | Used to communicate with suppliers, customers and staff, including:   * taking orders * arranging delivery information * contacting suppliers * getting feedback from customers |  |  |
| Spreadsheet software | Used to record:   * staff working hours * costs of cake ingredients |  |  |