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

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

Explain the benefits and drawbacks of the way IT services are currently being used to meet the organisation’s needs.

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| --- | --- | --- | --- |
| **Service name** | **Service description** | **Benefits** | **Drawbacks** |
| Landline telephone | Used to:   * enable patients to make appointments * contact the patient with any queries * contact the doctor from reception. |  |  |
| Computer | Used to:   * record appointments * monitor attendance of patients. |  |  |
| Filing cabinet | Used to:   * store copies of patient records. |  |  |
| Loudspeaker | Used to:   * call patients to the doctor’s room. |  |  |