

Pearson BTEC Level 2 Technical Diploma

Window for supervised period:

Monday 2 March 2020 – Thursday 5 March 2020

Supervised hours: 3 hours 30 minutes

Paper Reference **21262K**

Digital Technology

Set task: Unit 5: IT Service Solutions

You must have:

Activity1_IT_Service_Catalogue_Options.doc

Activity2_IT_Service_Solution.doc

Activity3_Impact_Implications_Review.doc

Instructions

- This task booklet contains material for the completion of the set task under supervised conditions.
- This booklet is specific to each timetabled period and this material must be issued only to learners who have been entered to take the task in the specified series/timetabled period.
- This booklet should be kept securely until the start of the 3.5-hour supervised assessment.
- This set task must be undertaken during a maximum window of two days once started.
- Learners are not permitted to prepare notes to take into the set task.

Information

- The total mark for this set task is 45.

Turn over ►

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Instructions to Teachers/Tutors and/or Invigilators

The set task should be completed during the window for supervised assessment timetabled by Pearson.

The set task must be carried out under supervised conditions. The set task can be completed in more than one supervised session, however it must be completed within two days once commenced.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as a PDF document for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Internet access is not permitted.

The set task is a formal external assessment and must be conducted with reference to the instructions in this task booklet and the *Instructions for Conducting External Assessments (ICEA) document*, to ensure that the supervised period is conducted correctly and that learners have the opportunity to carry out the required activities independently. For further details please see the Pearson website.

Teachers/tutors and invigilators are responsible for maintaining security and for reporting issues to Pearson. In particular:

- only permitted materials for the set task can be brought into the supervised environment
- during any permitted break and at the end of the session, materials must be kept securely and no items removed from the supervised environment.

After the session the teacher/tutor or invigilator will confirm that all work was completed independently as part of the authentication submitted to Pearson.

Outcomes for submission

Each learner must complete the following documents:

- Activity 1 – IT service catalogue – saved as a PDF document
- Activity 2 - IT service delivery solution – saved as a PDF document (this may contain a number of different documents)
- Activity 3 – Impact and implications review – saved as a PDF document.

Each learner must complete an authentication sheet.

Instructions for Learners

Read the set task information carefully.

You must plan your time and submit all the required evidence at the end of the supervised period. Your centre will advise you on the timing for the supervised period.

You have a total of three and a half hours to complete the task.

You will complete this set task under supervision and your work will be kept securely during any breaks taken.

Your teacher/tutor may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

You must work independently throughout the supervised assessment period and should not share your work with other learners.

Internet access is not permitted.

Outcomes for submission

You must complete the following documents:

- Activity 1 – IT service catalogue – saved as a PDF document
- Activity 2 - IT service delivery solution – saved as a PDF document (this may contain a number of different documents)
- Activity 3 – Impact and implications review – saved as a PDF document.

You must complete an authentication sheet.

Set Task Information

Part A

Organisation

Tythebridge Surgery has approximately 500 patients. It has 3 doctors, 2 nurses and a receptionist.

Patients contact the surgery by telephone to make an appointment. The receptionist records the appointments on a computer. Patients' records are paper-based and stored in filing cabinets in the main office.

Each morning the receptionist searches the filing cabinets to collect patient records and places them in the relevant doctor's tray for collection. The receptionist also prints out a list of patients for each doctor.

On arrival at the surgery, patients report to the receptionist who notes their attendance on the computer.

Doctors use a loudspeaker system to call patients for appointments notifying them of the room number.

At the end of the appointment, doctors update the patient's records and write out prescriptions by hand. These form part of the updates to records for each patient.

At the end of the day, records are returned to reception ready for the receptionist to place them back in the filing cabinets.

If patients have appointments with nurses the same process applies.

The surgery needs to:

- create computer-based records
- communicate with patients other than by phone
- allow doctors and nurses to access and update patients' records electronically
- store patient records and backups securely.

The surgery's goals are to:

- create error free records
- make sure records are easily accessible to doctors and nurses at any time of the day
- provide a more efficient service.

Table 1 shows the organisation's IT service catalogue.

Service name	Service description
Landline telephone	Used to: <ul style="list-style-type: none">• enable patients to make appointments• contact the patient with any queries• contact the doctor from reception.
Computer	Used to: <ul style="list-style-type: none">• record appointments• monitor attendance of patients.
Filing cabinet	Used to: <ul style="list-style-type: none">• store copies of patient records.
Loudspeaker	Used to: <ul style="list-style-type: none">• call patients to the doctor's room.

Set Task

You must complete ALL activities within the set task.

Activity 1 – IT service catalogue

You are advised to spend 30 minutes on this activity.

Use the file Activity1_IT_Service_Catalogue_Options.doc for this activity.

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

Save your completed document in your assessment folder using the naming convention Activity1_Name_CandidateNo_Date.

(Total for Activity 1 = 9 marks)

Part B

Organisation

A new housing development has been built nearby so the surgery will take on 500 more patients.

The surgery has 2 additional doctors and 1 Administrative Assistant.

The surgery needs to be able to deal with the additional patients and to make sure it is running as effectively as possible for staff and existing patients.

Staff

5 Doctors

2 Nurses

1 Receptionist

1 Administrative assistant

Organisation's work locations and staff's key tasks

Doctors and nurses

Responsible for the wellbeing of patients including:

- meeting appointment times
- updating patient records and issuing prescriptions
- working with the receptionist for follow-up appointments.

Receptionist

Responsible for the running of the surgery, including:

- making appointments for patients
- making follow-up appointments
- contacting patients at home if necessary
- recording patients' attendance and monitoring cancellations.

Administrative assistant

General duties include:

- making sure that patient records are up to date and accessible to doctors and nurses
- recording patient's complaints
- communicating with the staff about patient information.

Organisation's key IT service needs

The demands of the surgery have resulted in these key IT service needs:

- to create computer-based records
- to communicate with patients other than by phone
- to allow doctors and nurses to access and update patient records electronically
- to store patient records and backups securely
- to improve checking-in procedures.

Stakeholder feedback

Patients want to:

- make appointments electronically
- register their attendance electronically when they get to the surgery instead of waiting to register with the receptionist.

Staff want to:

- have electronic access to patient records and to be able to update them at any time
- transfer paper-based records to an electronic system.

Additional preferences

Staff want to:

- have a more effective appointment system
- allow doctors and nurses to spend time with patients dealing with their medical needs.

Activity 2 – IT service solution

You are advised to spend a total of 2 hours 15 minutes on this activity.

Use the file Activity2_IT_Service_Solution.doc for this activity.

You must produce an IT service solution to meet the needs of the organisation. Your solution must include a recommendation table and an IT system diagram.

Your IT service solution must cover:

- the information and data required by stakeholders
- the hardware and software to be used
- how hardware and software can be connected and/or will communicate.

You should also consider:

- the additional preferences given in the scenario
- the technical language used in your recommendations
- the stakeholder feedback provided.

Activity 2a – IT recommendations table (16 marks)

You should spend 1 hour 45 minutes on this activity.

Provide IT recommendations that will meet the needs of the organisation.

Use the file Activity2_IT_Service_Solution.doc for your recommendations.

Save your completed document in your assessment folder using the naming convention Activity2a_Name_CandidateNo_Date.

Activity 2b – IT system diagram (8 marks)

You should spend 30 minutes on this activity.

Create a separate document for an IT system diagram. Your IT system diagram should represent the hardware and software you recommend correctly.

Save your completed document in your assessment folder using the naming convention Activity2b_Name_CandidateNo_Date.

(Total for Activity 2 = 24 marks)

Activity 3 – Impact and implications review

You are advised to spend 45 minutes on this activity.

Use the file Activity3_Impact_Implications_Review.doc for this activity.

Analyse your recommendations and how they meet the needs of the organisation.

Your analysis should consider:

- how your recommendations will address the needs of the organisation
- benefits of your recommendations to the organisation and its stakeholders
- drawbacks of your recommendations for the organisation and its stakeholders
- the implications that your recommendations will have for the organisation.

Save your completed document in your assessment folder using the naming convention Activity3_Name_CandidateNo_Date.

(Total for Activity 3 = 12 marks)

TOTAL FOR PAPER = 45 MARKS



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