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## Teacher Support Materials: Unit 19 Developing and Maintaining ICT Systems for Users

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### TEACHERS' INTRODUCTION:

This unit requires candidates to interview the users for whom they are developing systems and carry out practical tasks in upgrading and maintaining systems. The latter will obviously depend on the equipment available within the Centre. As such, it is not possible to provide a stand-alone assignment that fully meets the requirements of the Assessment Evidence Grid that can be given to candidates.

An outline assignment is provided. Ideally, real users with real needs should be found so that candidates can interview them in depth. Where this is not possible, case studies are provided below so that teachers can role play the user and answer the candidates' questions. These case studies should not be given to candidates, as doing so would make it difficult for them to meet Task a on the Assessment Evidence Grid.

### Case Study 1

A retired ICT schoolteacher has decided he wants to spend some time producing promotional and educational videos. He already has a digital video camera with Firewire output.

He has decided to buy a new dedicated computer to meet his needs. All other computer work will be done on his current home system.

He will need a system capable of capturing, editing and storing up to 25 DVD quality videos of up to 2 hours in length. The final videos will need to be output to either VHS tapes, video CDs or DVDs.

He has allocated a budget of £900-1000.

### Case Study 2

A small local construction company have been told that they should implement a server-based network to control the four workstations currently in use in their offices. All of the workstations have over 1.5Ghz processors, at least 256MB of RAM and over 20GB HDDs. Two of them have on-board NICs.

All data for all the workstations will be stored on the new server.

The Managing Director of the company has seen a server on a web-site for £1,850 with software factory installed. This system includes high levels of resilience, including dual processors and RAID, and tape backup.

You are asked to prepare a quotation for a comparable server and all other hardware upgrades that will be required. A specialist company will do all the networking.

## **OTHER POSSIBLE USERS**

### **Case Study 3**

A student in her third year of a music degree course requires a computer to capture and edit music files. She lives in a small bed-sit so has little space for the system.

She has saved £700 to buy the system.

### **Case Study 4**

A mother who works from home has decided to buy a computer for her 8 year-old son so that he will not use her work machine.

She does not wish to spend very much so is looking for a value for money system.

### **Case Study 5**

A company requires a computer for the accounts function that currently shares another workstation. Apart from running the accounting software the system must be capable of outputting 50MB of data a week on exchangeable media and printing daily reports.

The company have allocated a budget of £600.

### **Case Study 6**

A self-employed kitchen designer has decided to buy a computer to produce 3-D room designs. He will need to produce and store up to 500 designs on the system.

He believes he can afford £800 to buy the system.