

Pearson BTEC Level 3 Nationals Extended Diploma

Information Technology

Unit 14: IT Service Delivery

Part A

June 2018 Series

Paper Reference

20161K

You do not need any other materials.

Instructions

- **Part A** contains material for the completion of the preparatory work for **Part B**. There are no marks awarded for **Part A**.
- **Part A** must be taken over a maximum of 3 hours across a period of 2 weeks.
- **Part A** should be given to learners 2 weeks before taking **Part B** of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.
- **Part A** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.
- This booklet should not be returned to Pearson.

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Instructions to Teachers/Tutors

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

This set task has a preparatory period. **Part A** sets out how learners should prepare for the completion of the **Part B** task under supervised conditions.

Part A should be issued to learners 2 weeks before taking **Part B** of the assessment.

Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

Research is expected to be carried out over a maximum of 3 hours and access to the internet is expected. There are no marks awarded for **Part A**.

Centres must issue this booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all of the preparation.

There is no requirement for supervision during this period.

Part B must be completed under supervision. Centres are free to arrange the supervised assessment period how they wish, provided the eight hours for producing final outcomes are under the level of supervision specified, and in accordance with the conduct procedures.

Teachers/tutors should note that:

- learners should not be given any direct guidance
- learners should not be given any support in writing or editing notes
- all work must be completed independently by the learner.
- Learner notes must be retained securely by the centre after **Part A** and returned to learners at the start of **Part B**.

Instructions for Learners

Read the set task brief carefully.

This is **Part A** of the set task and gives information you need to use to prepare for **Part B** of the set task.

You will need to do your own research over the next two weeks.

You can take a maximum of two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

You will complete **Part B** under supervised conditions, without access to the internet.

You must work independently and must not share your work with other learners.

Your teacher/tutor may give guidance on when you can complete the research.

Your teacher/tutor cannot give you feedback during the research.

Set Task Brief

Buckton Construction is a civil engineering organisation with a Head Office in London. The organisation employs ten members of staff in the Head Office and other staff members who work remotely on construction sites.

Typically the organisation would be managing two construction sites at any one time.

In addition to the personnel based in the Head Office the organisation uses independent consultants for construction site roles.

The consultants and the Head Office staff use a range of IT systems essential to the efficient running of the projects.

Buckton Construction is not a real company but is meant to be representative of this type of Construction Company in the civil engineering world that you might want to investigate as part of your research.

Part A Set Task

You are advised to spend a maximum of 3 hours doing your research.

You will research the **IT service delivery requirements** that are relevant to the civil engineering sector. You should research organisations of this type.

During your research you should consider the roles of key personnel (other than the Estimator) and the hardware and software they would need to fulfil their job roles and communicate effectively across the organisation.

In addition to the personnel based in the Head Office you should also research sector specific personnel including:

- Site Manager
- Site Engineer
- Quantity Surveyor
- Project Manager.

Here is an example of the information for an Estimator.

Job Role	Job Description	Hardware and Software
Estimator	Responsible for: <ul style="list-style-type: none">• initial calculations for materials, labour and equipment• initial project plan based on data gathered to estimate the requirements of the project (time, money, materials and labour).	<ul style="list-style-type: none">• Laptop• Computer Aided Design (CAD) software• Spreadsheet software• Word processing software• Project management software• A 'total station' – used in conjunction with an Electronic Distance Measurement (EDM) tool to read slope distances• Global positioning system (GPS) – to provide accurate positioning of site locations• Digital camera

For this type of organisation you should also research the:

- data and information requirements
- communication structure and technologies
- relevant IT systems legislation.

Specifically for future developments, you may want to investigate the IT service requirements of:

1. secure forms of file transfer for confidential information
2. a live video security feed for each site that can be viewed and controlled remotely
3. suitable portable devices that will allow users to communicate, record progress and access centrally stored data.

In **Part B** you will design and plan the IT service delivery solution for Buckton Construction in relation to the IT service delivery life cycle. You will be able to take two sides of individually prepared A4 research notes into **Part B** of the set task.



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