Pearson BTEC Level 3 Nationals Extended Diploma

January 2019 Series

Paper Reference **20161K**

Information Technology

Unit 14: IT Service Delivery

Part A

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.

Turn over ▶

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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.

Learners' 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 information 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

Nizuk Care Home is based in a village in Wales with the head office in Cardiff. The care home employs 62 members of staff.

The care home has three units:

Nursing Unit
This unit specialises in caring for residents with advanced medical conditions and is run by qualified nurses.

Residential Unit
This unit cares for residents who are generally mobile, need assistance with medication and personal care. This unit is run by a senior carer.

Dementia Unit
This unit cares for residents who have a wide range of symptoms associated with a decline in memory, providing a safe and secure environment. This unit is run by a senior carer.

Central servers are based at head office and are managed by IT Technicians. The computers based in the care home access data and applications from the central servers remotely.

Nizuk Care Home is not a real organisation but is meant to be representative of this type of facility in the care home sector 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 care home sector. You should research similar organisations of this size and type in this sector and you should consider:

- hardware requirements
- software requirements
- data and information requirements
- relevant legislation.

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

- computer controlled access systems
- access to e-Learning systems
- IT systems to record petty cash and other small financial transactions.

In **Part B** you will design and plan the IT service delivery solution for Nizuk Care Home 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.