

Pearson BTEC Level 3 Nationals Extended Diploma

June 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** should be taken over a maximum of 3 hours across a period of 2 weeks.
- **Part A** may 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.

Learner notes can 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

Cinnamon Agricultural Services is based in Harrogate, Yorkshire, and employs 10 staff. Cinnamon Agricultural Services sells new and used machinery and it also offers servicing and repairs for all types of agricultural machinery both on-site and on customer premises. It also stocks a range of machinery parts.

The company premises include:

Office

The Manager, Office Manager and Administrative Assistants use the office for general administration and financial tasks.

Shop

The Shop Manager and Shop Assistant deal with customer requests for parts and servicing. They also deal with requests from workshop mechanics for machinery parts.

There is a CCTV camera that monitors activity in the shop.

Workshop

Used by mechanics for repairs and servicing of agricultural machinery.

Cinnamon Agricultural Services is not a real organisation but is meant to be representative of this type of facility in the agricultural sales and servicing 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 agricultural sales and servicing sector. You should research similar companies of this size and type in this sector and you should consider:

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

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

- a GPS vehicle tracking system for Cinnamon Agricultural Services' vehicles
- mobile technology that will allow the manager to work remotely
- mobile job management software for mechanics when visiting customers' premises.

In **Part B** you will design and plan the IT service delivery solution for Cinnamon Agricultural Services 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.