

# Pearson BTEC Level 3 Nationals Extended Diploma

## January 2021 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.

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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 *BTEC Nationals 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 8 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 2 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

Rodri's is a restaurant in Bath. It employs 16 on-site staff plus two external contractors (an Accountant and IT Support).

The restaurant is open Tuesday to Sunday, 6.30 p.m. until 10.30 p.m. It is closed each Monday for stocktaking, deep cleaning and maintenance. The restaurant serves a variety of meals. The restaurant has seating for 60 customers at a time, a bar area, kitchen, administration office and maintenance room.

The staff use a manual system for ordering meals. The Server writes down what each customer has chosen and passes the information to the Host. The Host uses the information to prepare the customer's bill and also gives the information to the kitchen staff so they can prepare the food.

At the end of the evening the total takings are balanced against customer orders.

The restaurant currently has a website that gives details of the restaurant and the menus. The Owner is responsible for the website.

The restaurant IT systems are old and outdated. They need to be updated or new equipment purchased so that it has an efficient IT system to store and manage its information and data requirements.

Rodri's is not a real organisation, but it is representative of this type of facility in the hospitality 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 hospitality sector. You should research similar organisations of this size and type in the hospitality 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:

- updating the website to include online restaurant bookings
- providing technology for customers to order their meals from their tables
- installing a digital menu board.

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