Pearson BTEC Level 3 Nationals Extended Diploma

Window for supervised period:
Wednesday 6 January 2021 – Wednesday 20 January 2021

| Supervised hours: 8 hours | Paper Reference **20161K** |

Information Technology
Unit 14: IT Service Delivery

Part B

You must have:
Outline_Service_Strategy.rtf
Define_IT_Services_Catalogue.rtf
IT_Service_Management_Implications.rtf

Instructions

- You will need your research notes from **Part A** (maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** should be taken at any time during the period of 3 weeks timetabled by Pearson.
- **Part B** 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** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer **all** activities.

Information

- The total mark for this Part is 68.

Turn over ▶

Pearson

Instructions to Invigilators

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.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

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 control specified, and in accordance with the conduct procedures.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learners' notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

Maintaining Security

- Learners must not bring anything into the supervised environment or take anything out.
- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.
- Internet access is not permitted.
- Learners' work must be regularly backed up. Learners should save their work to their folder using the naming instructions in each activity.
- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.
- Learners can only access their work under supervision.
- User areas must only be accessible to the individual learners and to named members of staff.
- Any materials being used by the learners must be collected at the end of each session, stored securely and handed back at the beginning of the next session.

Outcomes for Submission

Each learner must create a folder to submit their work. Each folder should be named according to this naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 22 January 2021.

Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete **Part B** set task. This material must be in a hard copy format.

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Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

You must complete an authentication sheet before you hand your work in to your Invigilator.

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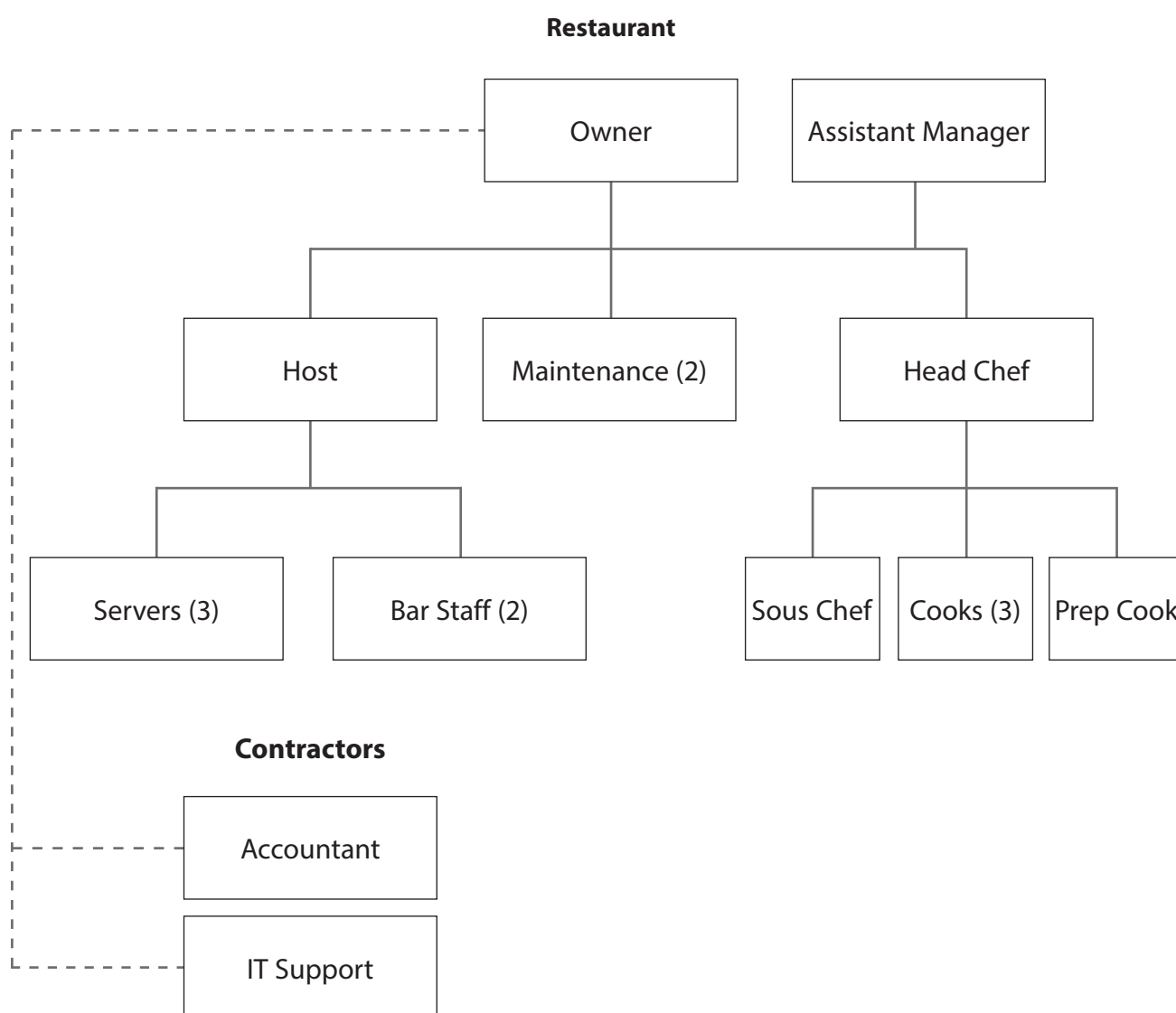
The restaurant is open Tuesday to Sunday, 6.30 p.m. until 10.30 p.m. It is closed each Monday for stocktaking, deep cleaning and maintenance. The restaurant serves a variety of meals. The restaurant has seating for 60 customers at a time, a bar area, kitchen, administration office and maintenance room.

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 staffing structure:

Restaurant

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                    ┌──────────┐   ┌────────────────────┐
                    │  Owner   │   │ Assistant Manager  │
                    └────┬─────┘   └─────────┬──────────┘
         ┌───────────────┴──────────┬────────┴───────────┐
    ┌────┴────┐            ┌─────────┴──────┐      ┌───────┴──────┐
    │  Host   │            │ Maintenance (2)│      │  Head Chef   │
    └────┬────┘            └────────────────┘      └───────┬──────┘
   ┌─────┴──────┐                            ┌──────────┬──┴───────┬──────────┐
┌──┴──────┐ ┌───┴─────────┐            ┌─────┴────┐ ┌───┴─────┐ ┌──┴────────┐
│Servers(3)│ │Bar Staff (2)│           │Sous Chef │ │Cooks (3)│ │Prep Cook  │
└──────────┘ └─────────────┘           └──────────┘ └─────────┘ └───────────┘
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Contractors

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┌──────────────┐
│  Accountant  │
└──────────────┘

┌──────────────┐
│  IT Support  │
└──────────────┘
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Rodri's	
Location	Bath
Number of on-site staff – 16	Owner (1), Assistant Manager (1), Head Chef (1), Sous Chef (1), Cooks (3), Prep Cook (1), Host (1), Servers (3), Bar Staff (2), Maintenance (2)
Contractors – 2	Accountant (1), IT Support (1)
Staff information	**Owner** • Hires staff and manages staff rotas • Manages payroll • Markets the restaurant • Manages and updates the website. **Assistant Manager** • Runs the restaurant when the owner is absent • Helps with staff rotas • Assists the Head Chef with creating menus • Prepares policies and procedures.
Kitchen staff	**Host** • Meets and greets customers • Records bookings • Records customer orders and passes to the kitchen • Calculates the bill and takes the customers' payments • Adds up the money taken at the end of each evening • Manages and trains new service staff. **Head Chef** • Creates menus with the Assistant Manager • Cooks meals • Keeps a record of the ingredients used and stocktakes • Buys supplies and ingredients • Manages and trains new kitchen staff. **Sous Chef** • Assists the Head Chef with meal preparation • Assists the Head Chef with stocktaking. **Cooks** • Cooks meals • Assist the Head Chef with stocktaking. **Prep Cook** • Prepares the ingredients for the chefs • Washes and chops vegetables • Cleans the preparation areas.

Service Staff	**Servers**
	• Take orders from customers at the table
	• Pass orders to the Host
	• Serve the meals to the customers.
	Bar Staff
	• Prepare drinks for the customers
	• Record the stock used
	• Take payments from customers who order drinks at the bar
	• Add up the bar takings at the end of the evening.
	Maintenance
	• Maintain and service the kitchen appliances
	• Maintain and service the bar and restaurant equipment
	• Order spare parts
	• Keep an inventory of all equipment and appliances.
Off-site contractors	**Accountant**
	• Prepares accounts and tax returns
	• Controls income and expenditure
	• Audits financial information.
	IT Support
	• Installs hardware
	• Installs software
	• Solves technical issues.

The restaurant premises include:

Administration office
• Owner – 1 dedicated computer
• Assistant Manager – 1 dedicated computer
• Bar Staff/Head Chef/Host – 1 shared laptop

The Owner and Assistant Manager use the office for administration, financial tasks and meetings with the Accountant.

The Bar Staff, Head Chef and Host occasionally use the laptop to update stock records and place orders online.

Kitchen
The Head Chef, Sous Chef, Cooks and Prep Cook use this area for the preparation and cooking of all meals.

Restaurant and bar area
The Host, Servers and Bar Staff work in this area to make sure that customers are looked after professionally.

Maintenance room
Maintenance – 1 shared computer between the two members of staff.

The maintenance staff are based in the room where the file server is. The room is accessed with a key that does not provide much security.

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.

In the future Rodri's is looking to improve systems by providing:

- an updated website to include online restaurant bookings
- technology for customers to order their meals from their tables
- installation of a digital menu board.

Part B Set Task

You must complete ALL activities within the set task.

Produce your documents using a computer.

Save your documents in your folder ready for submission using the formats and naming conventions indicated.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

Rodri's has employed you to design an IT service solution by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these may have on the current and future needs of the organisation.

Activity 1: Outline IT service strategy

Produce an outline IT service strategy using the template **Outline_Service_Strategy.rtf** for Rodri's current and future needs.

Your service strategy should:

- identify Rodri's IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the organisation, employees and customers
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as **activity1strategy_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 1 = 8 marks)

Activity 2: IT service catalogue

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the organisation. Use the template **Define_IT_Services_Catalogue.rtf**

Save your completed service catalogue as a PDF in your folder for submission as **activity2catalogue_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 2 = 8 marks)

Activity 3: IT service delivery solution

Produce a design for an IT service delivery solution that will meet the current and future needs of Rodri's, its employees and its customers.

You should include:

- information requirements
- data requirements
- hardware and software service options
- managing infrastructure and users.

Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as
activity3solution_[Registration number #]_[surname]_[first letter of first name]

You are advised to spend 3 hours on this activity.

(Total for Activity 3 = 20 marks)

Activity 4: Management report evaluating the solution

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Rodri's.

It should include:

- an assessment of the appropriateness of your solution
- a comparison with alternative solutions that could be used
- a rationale for choosing your solution over the alternatives.

Save your completed management report as a PDF in your folder for submission as
activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 4 = 12 marks)

Activity 5: IT service management implications report

Produce a report using the template **IT_Service_Management_Implications.rtf**

Analyse the IT service management implications for Rodri's of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

• implementing your solution and delivering the organisation's services and products
• managing and supporting employees
• managing and supporting the organisation's customers
• managing the organisation's IT assets.

Think about how each area will be affected by:

• constraints, such as legal requirements, security issues, resource limitations
• changes in the organisation's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as **activity5implications_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 5 = 16 marks)

TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS
TOTAL FOR TASK = 68 MARKS