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**Examiners Report:  
June 2018**

**BTEC Level 2 Technical Diploma Digital  
Technology (Data Management, Digital  
Applications, Networking and  
Cybersecurity)**

**21262K – Unit 5: IT Service Solutions**

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# Grade Boundaries

## What is a grade boundary?

A grade boundary is where we set the level of achievement required to obtain a certain grade for the externally assessed unit. We set grade boundaries for each grade at pass, merit and distinction.

## Setting grade boundaries

When we set grade boundaries, we look at the performance of every learner who took the external assessment. When we can see the full picture of performance, our experts are then able to decide where best to place the grade boundaries – this means that they decide what the lowest possible mark is for a particular grade.

When our experts set the grade boundaries, they make sure that learners receive grades which reflect their ability. Awarding grade boundaries is conducted to ensure learners achieve the grade they deserve to achieve, irrespective of variation in the external assessment.

## Variations in external assessments

Each external assessment we set asks different activities and may assess different parts of the unit content outlined in the specification. It would be unfair to learners if we set the same grade boundaries for each assessment, because then it would not take accessibility into account.

Grade boundaries for this, and all other papers, are on the website via this link:

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## Unit 5: IT Service Solutions

	Level 2			
Grade	Unclassified	Pass	Merit	Distinction
Boundary Mark	0	14	22	30

# Introduction

This was the second series of the new specification, and as such, the second time that this unit has been externally assessed. Centres and learners should be congratulated on their preparation for the second external assessment for this unit.

The activity paper followed the format identified in the sample assessment materials. The paper was split into four activities. Each activity required learners to demonstrate knowledge and understanding of a range of specification topics and apply this knowledge to the scenario.

Each of the activities were marked using a 'levels based' approach to assessment where the overall quality of the response was considered rather than the specific number of facts stated from the indicative content, although this obviously had a bearing on the quality of the response. More detail can be found below in the individual activity section of the report.

# Overall performance of the unit

This report has been written to help you understand how learners have performed overall in the task. For each activity there is a brief analysis of learner responses. You will also find examples of learner responses to the activities that have been answered well. These should help to provide additional guidance. We hope this will help you to prepare your learners for future examination series.

Learner performance varied throughout the activities. The style of the assessment is challenging due to the depth and breadth of knowledge required to fully address the demands of the activities.

Unfortunately, some learners did not make full use of the scenarios provided in the task and either wrote generic responses or did not show sufficient knowledge and understanding. Where higher marks were awarded, learners referred to the context of the scenarios throughout.

It is important for learners to have access to the SAM, past tasks and examiner reports in preparing for this assessment.

It is essential that centres stress to learners the need to read the scenarios carefully before they complete the activities. Where learners are unable to apply the context of the scenarios in the activities it will significantly restrict the number of marks they can receive. Generic responses will only gain limited credit.

# Individual activities

The following section considers each activity on the paper, providing examples of popular learner responses and a brief commentary of why the responses gained the marks they did. This section should be considered with the live external assessment and corresponding mark scheme.

## Task 1

Learners were required to complete an IT service catalogue to explain the benefits and drawbacks of current working practices. There were 9 marks available for this task.

### Assessment guidance

Assessment focus	Band 0	Band 1	Band 2	Band 3
<b>Activity 1: IT service catalogue</b>	0	1–3	4–6	7–9
	No rewardable materials.	Generic benefits and drawbacks may be presented rather than linking knowledge and understanding related to the given IT service catalogue and the organisation's needs.  Limited or inaccurate use of specialist terms and technical language.	Explanation of benefits and drawbacks are mostly supported through linkages and application of knowledge and understanding related to the given IT service catalogue and the organisation's needs.  Some appropriate and accurate use of specialist terms and technical language.	Explanation of benefits and drawbacks are supported throughout by linkage and application of knowledge and understanding related to the given IT service catalogue and the organisation's needs.  Appropriate and accurate use of specialist terms and technical language.

### Learner 1

The learner has made comments on the two current services in place and has related some of the benefits to the scenario and where drawbacks have been included they provide reasons why they are considered a drawback. The learner has included sufficient benefits and drawbacks with sufficient detail to be considered for marks in the top mark band but there are a few missing and some comments are not considered detailed enough for the higher marks. This response was awarded 7 marks which is at the lower end of mark band 3.

Service name	Service description	Benefits	Drawbacks
Word-processing software	Used to: <ul style="list-style-type: none"> <li>type letters and invoices to send to rental visitors</li> <li>type wage details for the on-site worker</li> <li>record rental dates for chalets and touring / camping spaces</li> <li>draw a plan of all chalets and touring/camping spaces</li> </ul>	<ul style="list-style-type: none"> <li>Typing letters is effective on word processing software as it is fast and simple to use for this purpose as the software is majorly focused on text so this is a great way that the organisation is using to type letters.</li> <li>Word processing software is a good way to draw plans that the organisation needs due to the SmartArt feature and also the drawing feature along with the text box so highlight plans, overall word processing software is accurate with tables and plans.</li> </ul>	<ul style="list-style-type: none"> <li>Word processing software is not great for creating and managing invoices as there is a more suitable software for invoices and word processing software do not have many mathematical features so the user will end up with a dodgy looking invoice or more errors are likely.</li> <li>Spreadsheets are recommended for a task such as typing wage details as many IT services in many organisations use another software known as Excel for accurate figures and calculations when it comes to staff wages.</li> </ul>
Landline telephone	Used to: <ul style="list-style-type: none"> <li>take bookings</li> <li>arrange cleaning and maintenance staff</li> <li>contact visitors before their stay</li> <li>get feedback from visitors</li> </ul>	<ul style="list-style-type: none"> <li>Landline telephones are a great way to take bookings as they do not receive as much interference as mobile phones and do not time consume as much as email contacting.</li> <li>Landline telephones do not need to rely on internet connection to contact therefore is great for contacting visitors before their stay whenever the organisation has access to the landline phone.</li> <li>Saves time when arranging staff as the organisation can do it on phone instead of moving around.</li> </ul>	<ul style="list-style-type: none"> <li>Landline telephones heavily rely on a telephone pole in order to work so if weather conditions are extreme, the organisation cannot take bookings and answer customers.</li> <li>Organisation would have an issue with unnecessary expenses as most organisations and people use mobile phones or VoIP (Voice Over Internet Protocol) to contact visitors before their stay and to get feedback from visitors and landline telephones issue higher charges than mobile phones.</li> </ul>

## Learner 2

The learner has included some explanations of benefits and drawbacks but some of these are very simplistic and not all are appropriate. There is some accurate use of specialist terms and technical language when they refer to the current IT services. The response is sufficient for marks to be awarded in mark band 2 but at the lower end where 4 marks were awarded.

Service name	Service description	Benefits	Drawbacks
Word-processing software	Used to: <ul style="list-style-type: none"> <li>• type letters and invoices to send to rental visitors</li> <li>• type wage details for the on-site worker</li> <li>• record rental dates for chalets and touring / camping spaces</li> <li>• draw a plan of all chalets and touring/camping spaces</li> </ul>	<p>You can save time by using word processing</p> <p>You don't need to hand write all the tasks you need to do.</p> <p>You can edit the text, the type, the font and the size of your work.</p> <p>You save money instead of buying pens and paper.</p> <p>You can save your work in the computer hardisk</p> <p>You can save your work into the internet and access it from anywhere where you have internet.</p>	<p>If you save your work online or in the computer someone can steal your work by hacking your computer.</p> <p>The work may not be saved if you're not verifying every time you edit it.</p> <p>You will need to buy a computer which cost money. If your computer have viruses you can lose all of your data or someone can steal it.</p>
Landline telephone	Used to: <ul style="list-style-type: none"> <li>• take bookings</li> <li>• arrange cleaning and maintenance staff</li> <li>• contact visitors before their stay</li> <li>• get feedback from visitors</li> </ul>	<p>You're saving money instead of buying a new smartphone.</p> <p>It's a safe way to use landline telephone because they're quite secured.</p> <p>You don't need to charge it.</p> <p>You can't lose it.</p>	<p>His battery is very bad compare with a new smartphone.</p> <p>Someone can steal your landline telephone</p> <p>You can't take screenshots if someone sends you a important message and you want to save that message.</p> <p>The signal for the landline telephone is lower than a smartphone.</p> <p>You need to work in your office because you can't leave the office if you have a landline telephone</p>

Areas where responses were weak, learners tended to:

- repeat the service description without consideration of benefits or drawbacks
- include benefits and drawbacks without fully considering the scenario and the service description

Where learners did well they tended to have a systematic approach to benefits and drawbacks and appeared to understand the current service descriptions and how they affected the organisation and stakeholders.

## Task 2a

Learners were given a second scenario with additional information on the organisation. They were asked to provide IT recommendations to meet the organisation's needs. There were 16 marks available for this task.

### Assessment guidance

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
<b>Activity 2: IT recommendations</b>	0	1–4	5–8	9–12	13–16
	No rewardable material.	Recommendations evidence: <ul style="list-style-type: none"> <li>• limited awareness of the scenario</li> <li>• limited understanding of the organisation's key IT service needs</li> <li>• limited coverage of:               <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• limited recommendation(s)</li> </ul>	Recommendations evidence: <ul style="list-style-type: none"> <li>• some awareness of the scenario</li> <li>• some understanding of the organisation's key IT service needs</li> <li>• some coverage of:               <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• some recommendation(s)</li> </ul>	Recommendations evidence: <ul style="list-style-type: none"> <li>• detailed awareness of the scenario</li> <li>• adequate understanding of the organisation's key IT service needs</li> <li>• adequate coverage of:               <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• adequate recommendation(s) considering the additional preferences</li> </ul>	Recommendations evidence: <ul style="list-style-type: none"> <li>• comprehensive awareness of the scenario</li> <li>• comprehensive understanding of the organisation's key IT service needs</li> <li>• comprehensive coverage of:               <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• effective recommendation(s) considering the additional preferences</li> </ul>

### Learner 1

The learner has considered a range of recommendations and has included some of the drawbacks they mentioned in task 1 (this response matches the learner shown for task 1 that was awarded 7 marks). They have included some of the current IT issues but there are a few that have not been covered. Some of the recommendations make statements but don't fully explain the improvement the recommendations would make to the organisation. There is some coverage of hardware and software and there are detailed comments. There is sufficient coverage of the assessment criteria to award a best fit mark of 13 which is at the lower end of mark band 4.



Current IT issues	Stakeholders affected	Recommended improvements	Software and Hardware
Storing visitor details	This affects the Owner and Staff as they are the ones responsible for storing and protecting personal information and details needed.	The use of a spreadsheet for software will allow the organisation to store limitless visitor details in a wide space with a neat layout making it easy for the owner and staff to record these details in a simple and quick manner. This software can be connected to all the organisations local computers and staffs own devices so that they can also store details at home as well as in the workplace.	Software recommended for storing visitor details would be Microsoft Excel for its flexibility, amount of rows and columns and space.
Providing different payment methods	Customers are affected as they are the ones who will be paying for the services provided.	Providing a credit card payment method such as a card reader machine would be recommended as it will improve customer convenience and they may prefer using credit card to pay instead of cash, so giving customers more options instead of cash will improve sales for the organisation.	Hardware recommended for providing different payment methods would be a card reader as it will provide fast payments as the customer just needs to enter the pin number.
Providing remote access to chalet bookings and other key information	Staff are affected as they are responsible for chalet supplies, housekeeping, laundry service and rubbish collection.	To provide remote access to bookings and key information the organisation could use walkie-talkies to allow communication amongst staff members around the area which will speed up the weekly service process and improve staff teamwork and morale as they will get work done faster and be more co-ordinated with roles and tasks this way.	Hardware recommended for providing remote access to chalet bookings and other key information would be the use of walkie-talkies for every staff member around the area so staff can be co-ordinated and help each other quickly.
Communicating electronically with staff and visitors	This affects the Owner, Staff and the Customers as they will need to discuss plans and such with other staff and talk to the owner to confirm something also with customers so the organisation saves customers time and theirs.	To communicate electronically between staff and visitors the organisation would need video conferencing software such as Skype installed, for example if every staff member had Skype they could therefore communicate electronically. Will consume less time and expenses such as fuel prices for travelling, will also allow visitors to ask a query online instead of meeting the organisation face to face saving time and expenses for the visitors too.	Software recommended for communicating electronically would be Skype which will remove the need of face to face meetings for staff who have to travel long distances to the organisation.
Online booking system	This affects the Staff and the Customers since it will also save staff time to work on other tasks and will be a fast and simple way for customers to book for the services provided.	The creation of an online website of the organisation will allow customers around the local area or worldwide to access the services provided by the organisation and to book from distances therefore getting the organisation larger exposure and improving the solution for their IT issue. This will generate more customer interest so the organisation can use the expansion of the accommodation appropriately and freely.	Software recommended for website creation would be Google Sites, this software will allow the organisation to create a website quickly whilst providing features such as banners and hyperlinking to make the website stand out to customers and easy to access whilst increasing user interactivity.

## Learner 2

The response shown matches the learner from task 1 that was awarded 4 marks. The learner has included different current issues than were covered in task 1 where they should have been the same. They have not understood the link between the tasks in responding. However, the response must be given consideration for marks. The recommendations are not always appropriate and do not always fit in with the scenario provided. Hardware and software has been covered but some are generic and again, not related to the scenario. There is sufficient coverage of the assessment criteria to award a best fit mark of 4 which is at the top end of mark band 1.

Current IT issues	Stakeholders affected	Recommended improvements	Software and Hardware
They need to store visitor details.	The stakeholders will be affected because they need to store all the information about the visitors.	To put an employer to store all the visitor details on a computer and save it online so they can get access everywhere they need.	For hardware they need a computer. For software they need the Microsoft Word Office and internet access
They need to buy a new computer and create an online booking system that can be accessed whilst around the park.	The stakeholders will be affected because they will have a new member in staff.	They will have to buy a new computer to store information about visitors who rent chalets and those who use the camping spaces.	For hardware they will need to buy a new computer with all the components and Windows 10. For software they will need to install Microsoft Word Office. They need internet access to create a website for an online booking.
They will need to talk with an internet company and provide Wi-Fi over the area.	The stakeholders will be affected because they will have access to the Wi-Fi and instead of doing their job they may be using internet for personal reasons.	To set a password for their Wi-Fi to secure the internet. They need a good broadband of internet because they will have many people who use the internet.	For hardware they will need to buy a new modem. For software they need to buy a VPN or a firewall to protect their internet.
They need to provide different payment methods.	Stakeholders will be affected because they need to provide a new payment method.	To create a website where customers can pay with Debit Card, PayPal or Bitcoin.	For hardware they need a computer. For software they need internet access and google chrome to create a website.
They need to provide remote access for staff.	Stakeholders will be affected because some of them will have restricted areas.	To create lanyards for all the employers and give the different access on the lanyard for each staff member.	For hardware they will need a computer to give access to the employers. For software they will need a good antivirus.

Areas where responses were weak, learners tended to:

- produce generic recommendations not based on their response in task 1
- include recommendations that were not related to the scenario provided

## Task 2b

This task required learners to produce an IT system diagram to correctly represent the hardware and software recommended in task 2a. There were 8 marks available for this task.

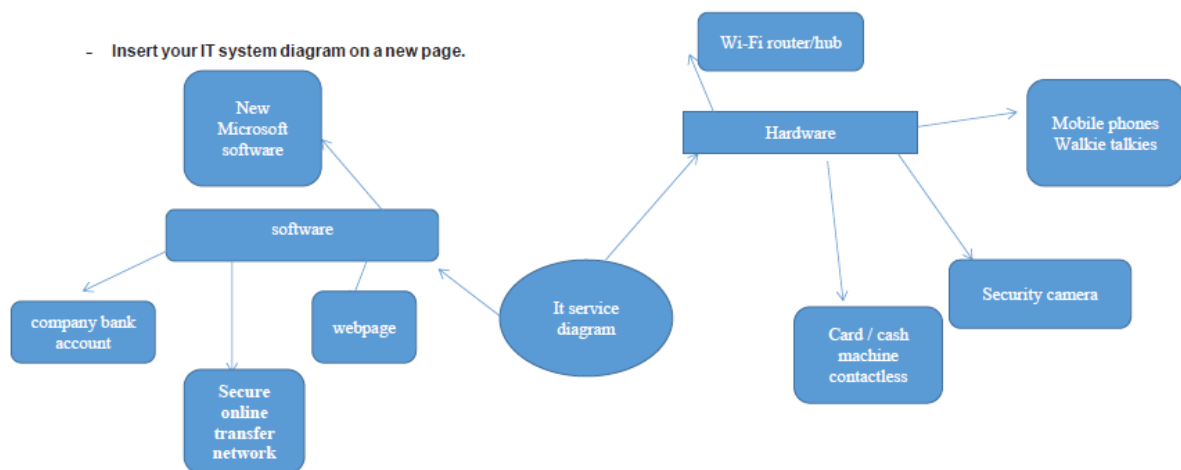
### Assessment criteria

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
<b>Activity 2: IT recommendations</b>	0	1-2	3-4	5-6	7-8
	No rewardable material.	Recommendations evidence: <ul style="list-style-type: none"> <li>limited technical understanding</li> <li>limited use of an appropriate IT system diagram</li> </ul> Recommendations are vague	Recommendations evidence: <ul style="list-style-type: none"> <li>some accurate technical understanding</li> <li>some use of an appropriate IT system diagram</li> </ul> Recommendations are mostly clear.	Recommendations evidence: <ul style="list-style-type: none"> <li>mostly accurate technical understanding</li> <li>mostly accurate use of an appropriate IT system diagram</li> </ul> Recommendations are clear.	Recommendations evidence: <ul style="list-style-type: none"> <li>accurate technical understanding</li> <li>accurate use of an appropriate IT system diagram</li> </ul> Recommendations are sound.

The system diagrams shown were both awarded 3 marks which is at the lower end of mark band 2.

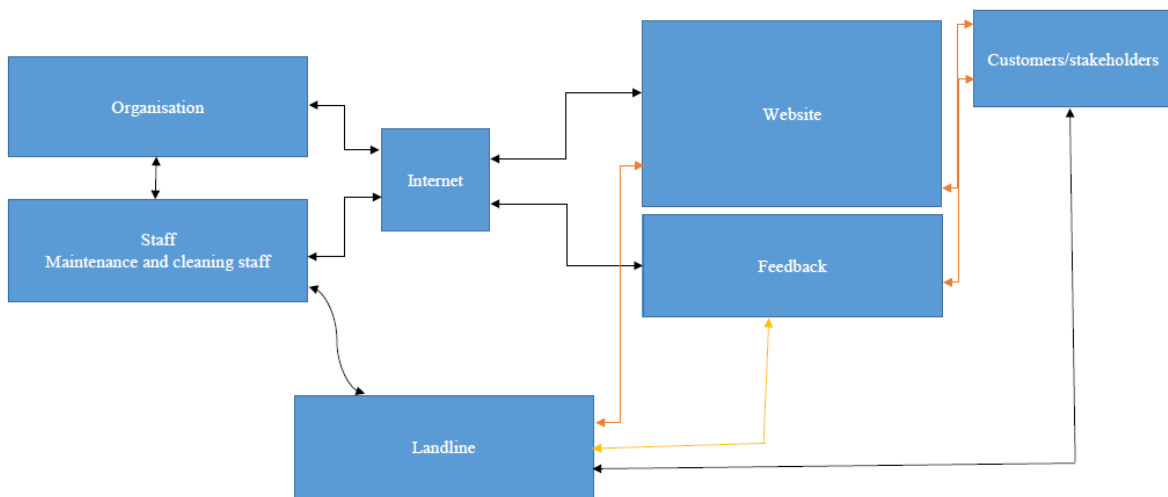
### Learner 1

The learner considered some hardware and software with some consideration to the flow although they all flow in one direction only.



### Learner 2

The learner has identified some software, but this is limited. There is some attempt to connect them with consideration to the direction of flow.



Common issues with the diagram:

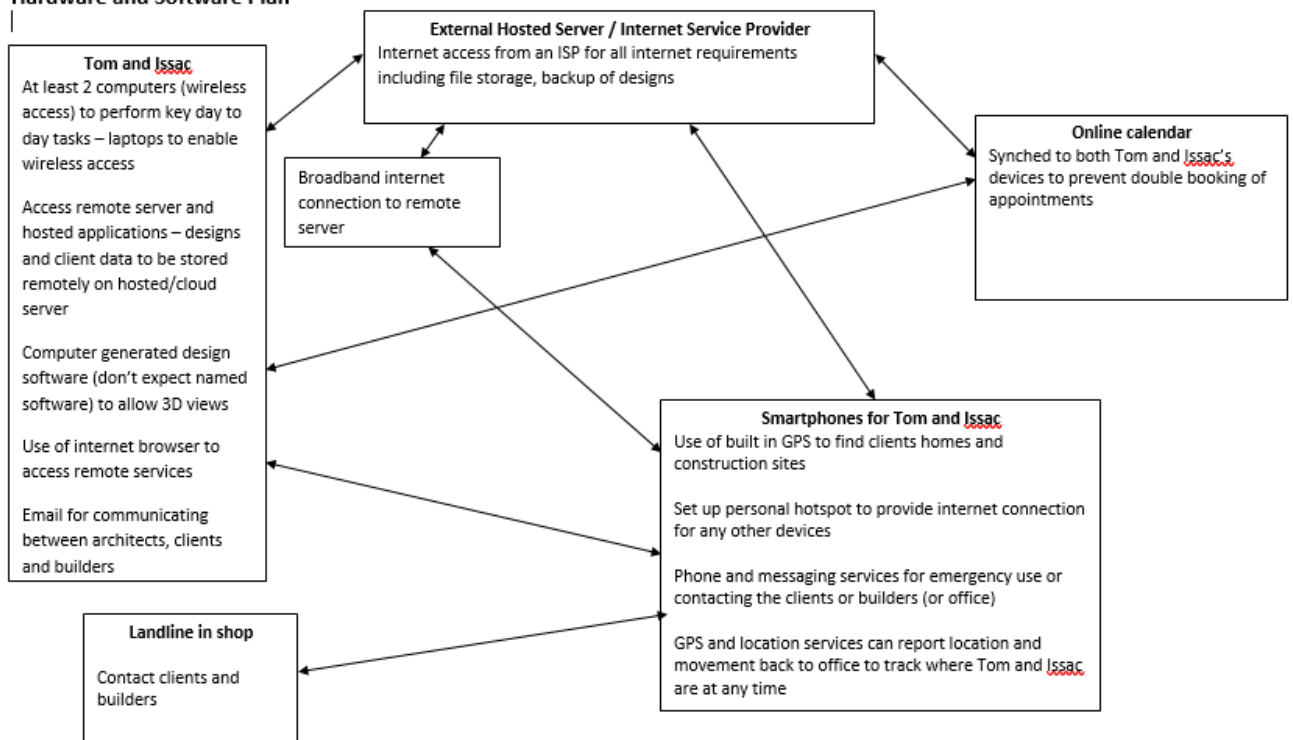
- Limited understanding of the hardware and software to be included on the diagram
- Limited knowledge on the use of IT system diagram solution techniques (use of arrows and direction of flow)

Learners should be reminded that they need to connect the various components (hardware and software) of the system and consider the direction of flow.

Learners should spend time researching a range of different IT system diagrams and understanding their use in developing an IT system solution.

This IT system diagram is an example from the previous task – March 2018 (Architect).

#### Hardware and Software Plan



### **Task 3**

Learners were required to analyse the recommendations made in task 2a. They needed to consider:

- how their recommendations would address the needs of the organisation
- benefits and drawbacks of their recommendations to the company and its stakeholders
- the implications that their recommendations would have for the organisation

There were 12 marks available for this task.

### **Assessment guidance**

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
<b>Activity 3: Impact and implications review</b>	0	1-3	4-6	7-9	10-12
	No rewardable material.	Limited analysis of recommendations and how they meet the needs of the organisation  Shows limited consideration of benefits and drawbacks of recommendations.  Shows limited consideration of the implications of the recommendations for the organisation.	Some analysis of recommendations and how they meet the needs of the organisation  Shows some consideration of benefits and drawbacks of recommendations.  Shows some consideration of the implications of the recommendations for the organisation.	Adequate analysis of recommendations and how they meet the needs of the organisation  Shows adequate consideration of benefits and drawbacks of recommendations.  Shows adequate consideration of the implications of the recommendations for the organisation.	Comprehensive analysis of recommendations and how they meet the needs of the organisation.  Shows comprehensive consideration of benefits and drawbacks of recommendations.  Shows comprehensive consideration of the implications of the recommendations for the organisation.

### **Learner 1**

This learner has included some suggestions on how some of their recommendations will address the needs of the organisation and some are detailed. Some benefits and drawbacks of the recommendations have been included and these are appropriate. There are also appropriate implications covered. There is sufficient evidence here to support a mark of 12 which is at the top end of mark band 4.

**How your recommendations will address the needs of the organisation**

Before the recommendations were put into place the company experienced multiple issues with the virtual sector of running the campsite. But with my new recommendations it allows Bryn to keep track of all of the data being inputted into the site, whether it is tracking the finances of the site using the servers in the office building. Or managing bookings from visitors. My recommendations would also allow him to communicate with his staff via Walkie talkies, mobile phones etc. Customer satisfaction would increase due to the new features on their website, allowing for a feedback system which allows the visitors to voice their opinions on their stay at the campsite.

The software/hardware that I have recommended is easy to procure, while also being beneficial. I recommended the use of servers to keep track of the finances, while also holding the users details so it is easier to contact them when talking about holiday deposits etc. I also recommended the use of virtual servers in order to keep track of details while also keeping the office space as the servers are virtual.

An email system allows Bryn to keep his staff updated while also allowing him to contact the visitors to give them regular updates on the site.

**Benefits of your recommendations to the organisation and its stakeholders**

The email system would allow Bryn to keep his customers updated as he could contact if there any sudden changes, this would raise customer satisfaction as the company would make sure to avoid any last minute errors on the site.

The company site would allow Bryn to show the customers what the campsite looks like, while showing images of each individual chalet, camping space. It also allows him to advertise the site as the link could be shared over a number of different social media websites. This would raise the number of revenue made as more customers would go there for a holiday

The dedicated feedback system would also allow Bryn to take the suggestions of the visitors and implement them on the campsite; again this would raise the customer satisfaction since they can voice their opinions on the site to refine the overall experience.

Onsite communication will allow Bryn to keep track of his staff via the use of Walkie Talkies and/or mobile phones. This would limit the level of workplace accidents. In summary, there is :

- Allows Bryn to keep his customers updated

- Company Website allows him to show what his campsite looks like. While advertising the prices etc.
- A dedicated feedback system will allow Bryn to raise his customer satisfaction as the visitors can give their feedback
- Onsite communication with staff will allow Bryn to keep track of his staff which would lower the chances of any workplace errors.
- An email system lets Bryn contact his employees and arrange any extra shifts (If a worker is off ill for example)
- Most of the software/Hardware recommendations are widely available and easy to acquire
- Will allow Bryn to keep on top of the sites finances

**Drawbacks of your recommendations to the organisation and its stakeholders**

As far as drawbacks are concerned, there aren't that many to consider.

In terms of running servers onsite, if there are multiple servers then it could prove to be quite costly as multiple servers running at the same time can use up a lot of electricity. A lot of heat would also be produced. There would also be a cost when keeping the servers secured in order to prevent any unauthorised access.

The software required for the site will require monthly/yearly payments. Such as the software running the site (Security certification etc.)

**The implications that your recommendations will have for the organisation**

With all of these recommendations in place, I think that the camp site would have an increased numbers of visitors as it allows for a more refined experience, things such as the customer feedback system allow the customers to give their feedback on the site.

The servers would help to keep track of finances and customer details, while also making the process of finding customer details easier.

While also being able to communicate with his staff efficiently, through the use of mobile devices and/or Walkie talkies.

The website would be secure due to the safety certificate, which allows all information to go through while also keeping it encrypted.

Overall I think that my recommendations will allow the company to increase their productivity by being able to sell the holiday service packs.



## Learner 2

This learner has identified how their recommendations will address the needs of the organisation and has considered benefits and drawbacks but these are not as detailed as the previous response. Implications are also quite limited but what has been covered is fairly detailed. This response meets the requirements for the top of mark band 2.

<b>How your recommendations will address the needs of the organisation</b>
These recommendations will address the needs of the organisations by improving the software used as well as making it easier for staff to communicate with each other and the visitors, these recommendations will also improve the effectiveness and efficiency of time consuming tasks like organising finances, monitoring the properties and checking booking dates whilst confirming their customer's needs. Other recommendations like advertisement will help raise awareness of the organisation helping them attract more visitors to their grounds increasing profits.
<b>Benefits of your recommendations to the organisation and its stakeholders</b>
The benefits of these changes will decrease the time taken to complete certain tasks, help making the book in experience more user friendly and give the customers a variety of payment options. The customers will be able to view the chalets they are booking a check when they are available. Staff will be able to communicate with one another and have remote access to all necessary software. Finance control will be more accurate and easier to calculate. The customers will also be able to give feedback directly to the managers and owner.
<b>Drawbacks of your recommendations to the organisation and its stakeholders</b>
These changes can be expensive, the staff will need to get used to the way the software and hardware work meaning their work could be slowed down resulting in poor customer service. The new software could also have bugs which could give take more time to get working properly.
<b>The implications that your recommendations will have for the organisation</b>
They will take time to get developed and installed for the organisation, the software may not be fully developed resulting in frequent updates until the software is complete and the organisation is happy with it. The staff will need time to adjust to the new software and hardware.

# Summary

Based on their performance on this paper, learners should:

- use appropriate technical language throughout their responses
- understand the following command verbs – explain, produce and analyse
- be clear about terminology used in the specification as these words will be repeated in the task
- use the task scenarios to demonstrate their ability to apply their knowledge
- link their responses between tasks where necessary
- check their work carefully to ensure they have completed all activities
- use the assessment criteria to see the requirements for each task to understand what they have to do to achieve the marks.

An overall summary of recommendations on how learners could improve their performance in the assessment has been included:

## **Task 1**

Learners should take time to read the scenario and service catalogue to fully understand the current working practices. Where the organisation is not currently using IT, learners should consider how IT could be used, using their knowledge of IT systems within organisations. Learners need to explain benefits and drawbacks of current working practices rather than just provide a list. They need to justify why they consider them to be a benefit or a drawback.

## **Task 2a**

Learners are expected to provide recommendations based on the drawbacks they have considered in activity 1. The more drawbacks they include, the more recommendations they will have for this task. Learners are not expected to justify their recommendations in this activity (this is required in activity 3).

## **Task 2b**

This activity was not answered well. Learners should be reminded that they must include a diagram rather than statements/paragraphs of written text. Diagrams submitted tended to be limited in content and some did not include any connections. Learners should be encouraged to research existing diagrams to provide them with an idea of what they should include in theirs. Where connections were included, learners did not always consider the direction of the connection flow.

## **Task 3**

Although learners included the basics for the activity, there was little evidence of comprehensive analysis of the recommendations for marks to be awarded in the top mark band. Learners need to be reminded that they have to analyse the recommendations rather than just list them.