

Pearson BTEC Level 2 Technical Diploma

Window for supervised period:

Monday 10 June 2019 – Thursday 13 June 2019

Supervised hours: 3 hours 30 minutes

Paper Reference **21262K**

Digital Technology

Set task: Unit 5: IT Service Solutions

You must have:

Activity1_IT_Service_Catalogue_Options.doc

Activity2_IT_Service_Solution.doc

Activity3_Impact_Implications_Review.doc

Instructions

- This booklet contains material for the completion of the set task under supervised conditions.
- This booklet is specific to each timetabled period and this material must be issued only to learners who have been entered to take the task in the specified series/timetabled period.
- This booklet should be kept securely until the start of the 3.5-hour supervised assessment.
- This set task must be undertaken during a maximum window of two days once started.
- Learners are not permitted to prepare notes to take into the set task.

Information

- The total mark for this set task is 45 marks.

Turn over ►

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Instructions to Teachers/Tutors and/or Invigilators

The set task should be completed during the window for supervised assessment timetabled by Pearson.

The set task must be carried out under supervised conditions. The set task can be in more than one supervised session, however it must be completed within two days once commenced.

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

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

Internet access is not permitted.

The set task is a formal external assessment and must be conducted with reference to the instructions in this task booklet and the *Instructions for Conducting External Assessments (ICEA) document*, to ensure that the supervised period is conducted correctly and that learners have the opportunity to carry out the required activities independently. For further details please see the Pearson website.

Teachers/tutors and/or invigilators are responsible for maintaining security and for reporting issues to Pearson. In particular:

- only permitted materials for the set task can be brought into the supervised environment
- during any permitted break and at the end of the session, materials must be kept securely and no items removed from the supervised environment.

After the session the teacher/tutor or invigilator will confirm that all work was completed independently as part of the authentication submitted to Pearson.

Outcomes for submission

Each learner must complete the following documents:

- Activity 1 – IT Service Catalogue – saved as a PDF document
- Activity 2 - IT Service Solution – saved as a PDF document (this may contain a number of different documents)
- Activity 3 – Impact and Implications Review – saved as a PDF document.

Each learner must complete an authentication sheet.

Instructions for Learners

Read the set task information carefully.

You must plan your time and submit all the required evidence at the end of the supervised period. Your centre will advise you on the timing for the supervised period.

You have a total of three and a half hours to complete the task.

You will complete this set task under supervision and your work will be kept securely during any breaks taken.

Your teacher/tutor may clarify the wording that appears in this task but cannot provide any guidance on the completion of the task.

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

Internet access is not permitted.

Outcomes for submission

You must complete the following documents:

- Activity 1 – IT Service Catalogue – saved as a PDF document
- Activity 2 - IT Service Solution – saved as a PDF document (this may contain a number of different documents)
- Activity 3 – Impact and Implications Review – saved as a PDF document.

You must complete an authentication sheet.

Set Task Information

Part A

Organisation

Bump & Scratch is a driving centre in a small town. The centre employs 20 driving instructors. Each instructor teaches up to 60 learner drivers a week. The centre advertises its services by posting leaflets through letter boxes.

The centre has an office in the town where the administration is done. The office has an Administration Manager called Marc. He has a computer with word processing software and a landline telephone.

Each instructor has a paper-based diary in the office where Marc records all information. He records the date and time of the driving lesson, the name of the learner driver, location of where the instructor will meet the learner driver (home or work or school/college) and a contact number for the learner driver. Each instructor has a company mobile phone and a diary that they keep in the car.

Learners contact the office by phone to book lessons. Marc makes the booking and records the driving lesson information in each instructor's diary. At the beginning of each day all instructors go to the office and Marc gives them their paper-based diaries so they can copy the bookings into their own diaries. If there are any changes to bookings later in the day, such as cancelling a lesson, Marc phones the instructor.

Each day driving lesson route maps of the area are printed for the instructors who collect them from the office. At the end of each driving lesson the instructor writes notes about the learner driver, such as the route they drove, how well they drove and any information needed for the next lesson. At the end of each day, the instructor returns to the office and passes these notes to Marc who records them in a word processing document for each learner driver.

The driving centre needs to:

- create computer-based records
- communicate with learner drivers and instructors without using a phone
- let instructors access and update learner drivers' records electronically
- store learner driver records and backups securely.

The centre's goals are:

- create error-free records
- make sure that records are easily accessible to instructors and Marc at any time of the day
- provide a more efficient service.

Table 1 shows the organisation's IT service catalogue.

Service name	Service description
Landline telephone	Used to: <ul style="list-style-type: none">• enable Marc to book lessons with learner drivers• receive cancellations from learner drivers• contact learner drivers with any queries• enable Marc to communicate with instructors.
Word processing	Used to: <ul style="list-style-type: none">• create leaflets• update learner drivers' records after each lesson• create route maps and advertising material ready for printing.
Diaries	Used to: <ul style="list-style-type: none">• record booked lessons
Mobile phone	Used to: <ul style="list-style-type: none">• enable instructors to communicate with Marc.

Set Task

You must complete ALL activities within the set task.

Activity 1 – IT service catalogue

You are advised to spend 30 minutes on this activity.

Use the file Activity1_IT_Service_Catalogue_Options.doc for this activity.

Explain the benefits and drawbacks of the way IT services are currently being used to meet the organisation's needs.

Save your completed document in your assessment folder using the naming convention Activity1_Name_CandidateNo_Date.

(Total for Activity 1 = 9 marks)

Part B

Organisation

The driving centre wants to attract new learner drivers from other towns and has employed 20 more driving instructors and 2 Administration Assistants.

The centre wants to improve the current system.

Staff

40 Instructors

2 Administration Assistants

Marc (Administration Manager)

Organisation's work locations and staff's key tasks

Instructors (remote working with visits to the office)

Responsible for learner drivers, including:

- teaching them how to drive
- keeping them safe while on the road
- working with the office for all learner driving information.

Marc (office based)

Responsible for running the centre, including:

- overseeing the work completed by the office staff
- creating promotional materials
- contacting instructors and learner drivers
- making sure that all information stored at the office is secure.

Administration Assistants (office based)

General duties include:

- making bookings for lessons with learner drivers
- recording learner drivers' bookings and cancellations
- printing off route maps
- working with instructors throughout the day.

Organisation's key IT service needs

The demands of the driving centre have resulted in these key IT service needs:

- create computer-based records
- communicate with instructors and learner drivers without using a phone
- let instructors access bookings and update learner drivers' records electronically
- store learner drivers' records and backups securely.

Stakeholder feedback

Learner drivers want to:

- make bookings electronically
- communicate with the instructors directly.

Staff want:

- electronic access to learner drivers' bookings
- to update learner drivers' records electronically
- to transfer paper-based records to an electronic system.

Additional preferences

Staff want to:

- have a more effective system for booking and cancelling lessons
- allow instructors to increase the number of learner drivers they teach each day
- have other ways of advertising the driving centre.

Activity 2 – IT service solution

You are advised to spend a total of 2 hours 15 minutes on this activity.

Use the file Activity2_IT_Service_Solution.doc for this activity.

You must produce an IT service solution to meet the needs of the organisation. Your solution must include a recommendation table and an IT system diagram.

Your IT service solution must cover:

- the information and data required by stakeholders
- the hardware and software to be used
- how hardware and software can be connected and/or will communicate.

You should also consider:

- the additional preferences given in the scenario
- the technical language used in your recommendations
- the stakeholder feedback provided.

Activity 2a – IT recommendations table (16 marks)

You should spend 1 hour 45 minutes on this activity.

Provide IT recommendations that will meet the needs of the organisation.

Use the file Activity2_IT_Service_Solution.doc for your recommendations.

Save your completed document in your assessment folder using the naming convention Activity2a_Name_CandidateNo_Date.

Activity 2b – IT system diagram (8 marks)

You should spend 30 minutes on this activity.

Create a separate document for an IT system diagram. Your IT system diagram should represent the hardware and software you recommend correctly.

Save your completed document in your assessment folder using the naming convention Activity2b_Name_CandidateNo_Date

(Total for Activity 2 = 24 marks)

Activity 3 – Impact and implications review

You are advised to spend 45 minutes on this activity.

Use the file Activity3_Impact_Implications_Review.doc for this activity.

Analyse your recommendations and how they meet the needs of the organisation.

Your analysis should consider:

- how your recommendations will address the needs of the organisation
- benefits of your recommendations to the company and its stakeholders
- drawbacks of your recommendations for the company and its stakeholders
- the implications that your recommendations will have for the organisation.

Save your completed document in your assessment folder using the naming convention Activity3_Name_CandidateNo_Date.

(Total for Activity 3 = 12 marks)

TOTAL FOR PAPER = 45 MARKS



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