# Pearson BTEC Level 2 Technical Diploma

**Window for supervised period:**
**Monday 4 March 2019 – Thursday 7 March 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. The set task is out of 45 marks.
- 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.
- Candidates 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* ▶

*Pearson*

## 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 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 delivery 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 in this session 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 in 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 delivery 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 |
| --- |

Katie makes cakes at home and sells the cakes in her local area.

She makes cakes that can be eaten by people with food intolerances, such as gluten intolerance and nut allergies.

Katie employs one member of staff and there is one computer that she uses in the office.

Katie needs to:
- store information about each type of cake
- keep track of customer and supplier details
- schedule production and delivery of cakes
- manage the finances.

Katie's goals are to:
- provide cakes of a high quality with the correct ingredients
- make sure deliveries to customers are on time
- provide efficient financial control
- use locally sourced ingredients.

**Table 1 shows the organisation's IT service catalogue.**

| Service name | Service description |
| --- | --- |
| Word processing | Used to:<br>• store ingredient and recipe information<br>• store customer details including any intolerances<br>• keep track of stock. |
| Landline telephone | Used to communicate with suppliers, customers and staff, including:<br>• taking orders<br>• arranging delivery information<br>• contacting suppliers<br>• getting feedback from customers. |
| Spreadsheet software | Used to record:<br>• staff working hours<br>• costs of cake ingredients. |

> **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

Katie's cakes have become very popular and she has now opened a shop to sell her cakes.

Customers can buy cakes at the shop and they can also order cakes by telephone.

As a result of the changes within her organisation, she now employs more staff.

## Staff

Katie – owner
Lottie – baker
Sue – works in the shop
Bobbie – delivery driver

## Organisation's work locations and staffs' key tasks

Katie (office based)
Responsible for the success of her business, including:
• storing and updating recipe information
• creating and monitoring staff rotas and keeping track of payroll
• ordering ingredients from suppliers.

Lottie (shop based)
General duties include:
• taking telephone orders and recording customer intolerances
• making cakes.

Sue (shop based)
General duties include:
• working in the shop selling cakes
• monitoring stock levels in the shop
• taking orders in person.

Bobbie (remote working)
General duties include:
• collecting cakes from the shop and delivering them to customers
• collecting cash payments from customers.

## Organisation's key IT service needs

The demands of the organisation have resulted in these key IT service needs:
• store and manage ingredient information and customer intolerances
• store staff and supplier information and allow remote access
• provide remote access for staff to work rotas and other key documents
• communicate electronically with staff, suppliers and customers.

| **Stakeholder feedback** |
| --- |
| Customers want to:<br>• make online cake orders, payments and provide feedback to Katie<br>• see pictures of the cakes before placing an order.<br><br>Staff want:<br>• an automated ordering system that can calculate the ingredients required for each product.<br><br>Bobbie wants:<br>• to be able to communicate with Katie and staff at the shop when he is delivering cakes. |
| **Additional preferences** |
| Katie wants to:<br>• control finances to keep track of and monitor the use of ingredients<br>• raise awareness and engage with local suppliers. |

**Activity 2 – IT service delivery solution**

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

Use the file Activity2_IT_Service_Delivery_Solution.doc for this activity.

Produce a plan for an integrated IT service delivery solution that will meet the needs of Katie's organisation.

Your recommendations 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)

You should spend 1 hour 45 minutes on this activity.

Provide IT recommendations that will meet the needs of Katie's 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)

You should spend 30 minutes on this activity.

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

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 to 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 UNIT 5 = 45 MARKS**

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