**ASSIGNMENT FORM (*BTEC-2012)***

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| **Course/Programme:** | | **L3 BTEC National Extended Diploma in Computing** | | | | | | **Course Code: 1190/fen** | | |
| **Unit Title:** | Managing & supporting systems | | | | | | | **Unit Number: 20** | | |
|  | | | | |  | | | | | |
| **Assignment Title/Description:**  **Assignment No: 1** | | | | | **Supporting an IT System – what is involved?** | | | | | |
| **Date Set**: 03/03/2023 | | | | Final Due Date: 17/03/2023 | | | Actual Submission Date: | | | |
|  | | | | | | | | | | | |
| **STUDENT NAME:** | | | |  | | | | | | |
| **I certify that this assignment is entirely my own original work and that I have not copied any part of it either from another person, from a book or from the Internet** | | | | | | | | | | |
| **Student Signature** | | |  | | | **Date:** | | | |  |
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| This assignment has been internally verified against the BTEC unit Specification by:**A.Oliver** | | | | | | | | | *Signed:* | |

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| **Achievement Level** | Assessment Criterion | Page Ref | Tutor Signed | |
| **Pass** | P1. Explain the activities involved in IT system management and support.  P2. Explain the tools and systems that can be used to assist with IT system management and support activities. |  |  | |
| Merit | M1 Justify the use of activities and tools to manage and support an IT system. |  |  | |
| Distinction | D1 Evaluate the different activities and tools used to manage and support an IT system, reflecting on their impact on the security, usability and performance of the system. |  |  | |
| *When the criterion has been achieved, your tutor will clearly indicate this, by; initialling, circling or highlighting as appropriate*. | | | | |

**ASSIGNMENT FEEDBACK FORM**

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| **Assessor’s Name:** |  | **Assessor’s**  **Signature:** |  | **Date** |  |

*Photocopies to be distributed to: Student Course Director Assessor*

**Scenario**

**You have been working as an IT support technician at a local company for just over a year. Your supervisor has asked you to create a Wiki for new members of the IT support team, containing information about the job of an IT support technician including the activities and tools used to maintain the IT systems.**

**What you have to do…**

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| **Task/Activity** | **Assessment Criteria Covered** | **Assessment**  **method** |
| Create the Wiki about the activities and tools used in system support. Carry out an investigation of the different activities and tools used to manage and support a company IT systems and report on your findings. You should include:    An evaluation of the different activities and tools used to manage and support IT systems and the impact they have on security, usability and performance.     * A justification of why the support activities and tools are used. * An explanation of the tools, systems used and activities performed to support IT systems, including:  1. day-to-day system management activities 2. system maintenance and disaster recovery procedures 3. tools such as performance monitoring software, virtualisation, desktop image creation and deployment remote access and asset management  * An explanation of the tools and activities involved in managing user support requests. | P1, P2, M1, D1 | Completed Wiki providing an explanation of the tools and activities involved in system management, a justification of their use and an evaluation of their impact. |

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| **Sources of information to support you with this Assignment Brief** | Book:  Bruton N – How to Manage the IT Helpdesk: A Guide for User Support and Call Centre Managers, Second Edition (Routledge, 2002) ISBN: 978-0-75064-901-8  Websites:  www.smallbusinesscomputing.com. Lots of computing-related news and articles aimed at small-/medium-sized businesses. Updated regularly.  www.tomshardware.com – numerous articles on the latest technology plus support forums. |