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| **Qualification details** |  | | |
| **Training Package code and title** | **ICT - Information and Communications Technology** | | |
| Qualification National Code & Title | **ICT50120 Diploma of Information Technology** | **State code:** | **BFG0** |
| **Unit National Code & Title** | **ICTSAS527 Manage client problems** | **State code:** | **OBS44** |

*Students to sign this document when submitting an assessment*

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| **Assessment description** | | | Assessment 2 Documentation Project | | | | |
| **Assessment date** | | | Week 13-14 | | | | |
| **Student Name** | | | Andrew Millett | | | | |
| **Student ID** | | | M164821 | | | | |
| **Student Declaration** | | | I have read and understand the details of the assessment.  I have been informed of the conditions of the assessment and the appeals process.  I agree to participate in this assessment.  I certify that the attached is my own work.  *Andrew Millett* | | | | |
| **Assessors Name** | | |  | | | | |
| **Date Due:** | | | End of Session 15 | | **Date Submitted:** | |  |
| **STUDENT FEEDBACK** | | | | | | | |
| **Assessment Decision** | Attempt 1 | | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 2 | | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 3 | | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| **Assessor Name** |  | | | | | | |
| **Assessor Signature** |  | | | | **Date:** | |  |
| **Feedback to student** | | | | | | | |
| Feedback will be given to you in class or via Blackboard | | | | | | | |
| **Feedback from student** | | | | | | | |
|  | | | | | | | |
| **Student signature** | |  | | | **Date:** | |  |

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| **INSTRUCTIONS** | |
| **TO THE ASSESSOR** | |
| Type of Assessment | Documentation Project Assessment Evidence |
| Duration of Assessment | 2 Weeks |
| Location of Assessment | Classroom and out of class. |
| Conditions | Learners are required to complete this assessment in class and in their own time and submit the required documentation electronically via blackboard. This is an individual activity with student discussions allowed. Students may complete the tasks in class or at home and submit electronically via Blackboard |
| Elements and Criteria | This assessment is to assess the Project Assessment components of the unit of competency. |
| **TO THE STUDENT**  **[Note that this Assessment 2 needs to be completed before attempting the next assessment, Assessment 3]** | |
| Purpose of Assessment | This assessment evaluates student’s skills and knowledge required to:   * Determine the level of help and develop support procedures for the   workplace.   * Provide the correct level of support within the workplace to clients. |
| Allowable Materials | Weekly Readings, Class notes, Weekly Activities |
| Required Resources | Computer with:   * Computer operating system; * Internet Access; * Word processing software; * Access to Blackboard; * Current virtualisation software; * Imaging toolkits and software; |
| Assessment Presentation & Submission | In order to meet the criteria, you must complete all parts of this assessment.  Use of research tools and peer discussions in formulating answers are acceptable – but work submitted must be your own work. Where possible real-world examples should be used to demonstrate knowledge.  Students are required to submit all answers on this document to Blackboard.  All questions and activities should be attempted.  Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.  If you are marked as NYS (Not Yet Satisfactory) on your first attempt, you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer. |

Portfolio contents This assessment consists of providing support identification and procedures.

**STUDENT PROJECT DOCUMENTATION CHECKLIST**

Please make sure your project folder contains all the documentation specified below before submitting

it:

CITEMS SLA

Australian Business College (ABC Training) SLA

**SCENARIOS**

This project will have two scenarios that will be referenced though out this project.

Students should attend class for the scenario briefings which will provide important information.

The sample Secure Communications SLA used in the last assessment can be used as reference material.

**SCENARIO 1**

CITEMS is a cafe located at the Elizabeth Quay that attracts its customers by providing them with a

free access to WIFI with every purchase. This outlet offers visitors a cosy place to take a refuge in on any

day of the week where everyone can enjoy their meal and drinks, and catch up on their daily dose of

Internet.

Customers are provided with a comfortable lounge with the access to USB charging ports,

power point connections provided by the café.

There are currently 2 Network Technicians where only one of them is present on premises at any given

time during the week. One (1) of the Network Technicians have had some experience working with a

helpdesk system in the past.

There are no technicians on weekends, so employees rely on one of the café staff who are not

trained in Information Technology and have not been too helpful with solving basic PC problems in the

past.

**SCENARIO 2**

The organisation in this scenario is a business college, ABC Training, with campuses in four metropolitan locations in Perth, Western Australia.

The business college has an existing business training room in its Perth branch which it

uses to train students enrolled in various business and IT subjects.

The college management is concerned that the existing ICT infrastructure is not able to provide the ICT support needed to realise the goals of the organisation, as outlined in its strategic plan.

**Support identification and procedures**

You are contracted by both companies (Scenarios) as an ICT Manager. Your job is to develop a Service

Level Agreement (SLA) and provide staff with a user support as per documented requirements. You

may use a template provided to you on LMS shell or you can create and use your own, but you MUST

make sure that both SLAs meet all the criteria outlined below:

1. Identify Information Communication Technology used by the organisation

a. In the SERVICE SCOPE section of the SLA list hardware and software expected to be used by the organization (e.g. Desktop PCs, networking equipment, storage media, OS, programs etc) and provide a brief explanation, how and where particular component is used.

Example:

NO SYSTEM DESCRIPTION

1 Desktop PC Used by customers and staff to access Internet and Intranet

2 …

2. Describe the organisational structure, culture and politics and identify the stakeholders of the

system

a. In the STAKEHOLDERS section list who will be using the network, who will be providing

support, who will be funding it etc.

Example:

NO STAKEHOLDER DESCRIPTION

1 Example: Your Company Example: ICT Support Service Provider

2 …

b. Review the provided Organisational Structure Diagrams and describe how CITEMS

currently operates. Describe the employee business relationships within the

organisation and explain what support arrangements can CITEMS implement with

the current staff’s availability.

Document your answer in the ORGANISATIONAL STRUCTURE section.

3. Identify and verify support arrangements and level of support CITEMS staff will need and

document it in the SERVICE REQUIREMENTS section of your SLA:

a. Identify what type of support will be needed for each of the network segments (LAN,

Wireless, SERVER and WAN). Who will need support within each area and why, what

level and how often?

Example:

No Segment Support Description

1 LAN Customers and staff may require IT Technicians to provide onsite assistance…

2 …

b. Contact your Manager and based on the information recorded in your SLA discuss and

verify identified support requirements.

4. Skills requirements:

* Identify the skills required to ensure support can be provided sufficiently to

relevant organisational units.

a. Assigned personnel:

* You will have to assign your members of the team to each support area to

provide initial support after you have rolled out the network. Assign personnel and type of support they will be providing.

* Contact your manager (lecturer) to verify when they will be available for

arranging support and training.

5. Contact one of the key clients (your lecturer) to verify the identified support needs for their

organisational unit.

6. Develop a support procedure that you could add to an existing Service Level Agreement (SLA).

Make sure your procedure contains the following information:

a. What level of support is provided

b. Contact details of the person responsible (phone, email)

c. Response times (Availability hours and adequate response times)

d. Frequency of any meetings

e. Frequency of performance reporting

{Assessment Ends}

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| **Assessor Feedback** | | |
| **Assessment Decision** | ☐ Satisfactory | ☐ Not Yet Satisfactory |

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| **Is student eligible for reassessment (Re-sit)?** | No | Yes | **Reassessment Date:** |  |

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| **Feedback to student** |
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| **Feedback from student** |
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| **Student’s signature:**  *(Once feedback has**been**provided)* |  | **Date:** |  |
| **Assessor’s signature:**  *(Once feedback has**been**provided)* |  | **Date:** |  |