

Assessment Marking Criteria

ICTSAS527_AT2_MC_TQM_v1.docx



Student Name		Student Number	
Unit Code/s & Name/s	ICTSAS527 Manage client problems		
Cluster Name <i>If applicable</i>	N/A		
Assessment Type	<input type="checkbox"/> Assignment <input type="checkbox"/> Project <input checked="" type="checkbox"/> Case Study <input type="checkbox"/> Portfolio <input type="checkbox"/> Third Party Report (Workplace) <input type="checkbox"/> Third Party Report (Peer) <input type="checkbox"/> Other		
Assessment Name	Client Support	Assessment Task No.	2 of 3
Assessment Due Date		Date Submitted	/ /
Assessor Feedback:			
<div> <div>Attempt 1</div> <div> Satisfactory <input type="checkbox"/> Unsuccessful <input type="checkbox"/> </div> <div>Date</div> <div>/ /</div> </div>			
Assessor Name		Assessor Signature	
<input type="checkbox"/> Student provided with feedback and reassessment arrangements <i>(check box when completed)</i>		Date scheduled for reassessment	/ /
<div> <div>Attempt 2</div> <div> Satisfactory <input type="checkbox"/> Unsuccessful <input type="checkbox"/> </div> <div>Date</div> <div>/ /</div> </div>			
Assessor Name		Assessor Signature	
Note to Assessor: Please record below any reasonable adjustment that has occurred during this assessment e.g. written assessment given orally.			

Assessment Criteria / Benchmarks		Attempt 1		Attempt 2	
		Date _/_/___		Date _/_/___	
		Y	N	Y	N
PART 1					
1. Analysed the obtained information for the three (3) problems					
1. Problem 1					
a) determined what the problem is					
b) determined other methods to gain more information about the problem, if possible					
c) identified the cause of the problem					
d) plan a solution for the problem					
2. Problem 2					
a) determined what the problem is					
b) determined other methods to gain more information about the problem, if possible					
c) identified the cause of the problem					
d) plan a solution for the problem					
3. Problem 3					
a) determined what the problem is					
b) determined other methods to gain more information about the problem, if possible					
c) identified the cause of the problem					
d) plan a solution for the problem					
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PART 2					
2. Develop an IT infrastructure SLA for the client by:					
1. Identifying existing SLA and warranty for the client's infrastructure, and provide an explanation of what an SLA is					

2.	Developed and detailed the procedures and processes required for the client's SLA that includes:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a)	hardware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b)	software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c)	network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d)	day to day problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e)	Costing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Reviewed client's existing SLA and warranty agreements and determined the correct action and escalation procedures that will be needed to be put in place for the client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Identified the different communications procedures to be instigated for all stakeholders involved, and defined the roles of each stakeholder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	SLA to incorporate the steps for liaison with the client to evaluate the document, and appropriate sign-off procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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PART 3					
1.	Analysed staff feedback and identified items of concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Developed appropriate solution for each of the identified problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Provided alternative and more up to date procedure for providing access to complete feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Client reviewed process and gave feedback	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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