

Assessment Task

Portfolio of Evidence



ICTSAS527_AT1_PE_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 Name	The Client	Assessment Task No.	1 of 3
Assessment Due Date		Date submitted	/ /
Assessor Name			
Student Declaration: I declare that this assessment is my own work. Any ideas and comments made by other people have been acknowledged as references. I understand that if this statement is found to be false, it will be regarded as misconduct and will be subject to disciplinary action as outlined in the TAFE Queensland Student Rules. I understand that by emailing or submitting this assessment electronically, I agree to this Declaration in lieu of a written signature.			
Student Signature		Date	/ /

Instructions to Student	<p>General Instructions:</p> <p>This written assessment contains two (2) parts:</p> <ul style="list-style-type: none"> Part 1 - Client's discussion Part 2 - Your response. <p>The answers required for these tasks shall be written in plain English, using language that is understandable by a person of a technical level suitable for the case study.</p> <p>Important: All documentation is to be in accordance with the Uptown IT Client Documentation Style Guide.</p> <p>Materials to be Supplied:</p> <p>For the student to successfully complete this assessment they will need to acquire:</p> <ul style="list-style-type: none"> A computer system installed with a current desktop operating system with appropriate internet browser, and office suite able to save in
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	<p>Microsoft 365 format</p> <ul style="list-style-type: none"> • Internet access • Access to microphone to record an audio file • Uptown IT documentation, located in the course hub in Connect <p>Work, Health and Safety:</p> <p>TAFE Queensland student rules are designed to ensure that learners are aware of their rights as well as their responsibilities. All learners are encouraged to familiarise themselves with the TAFE Queensland student rules, specifically as they relate to progress of study and assessment guidelines.</p> <p>Student rules: http://tafeqld.edu.au/current-students/student-rules/</p> <p>Assessment Criteria:</p> <p>To achieve a satisfactory result, your assessor will be looking for your ability to demonstrate the following key skills/tasks/knowledge to an acceptable industry standard.</p>
<p>Submission details (if relevant)</p>	<p>Commencement Date: Week 5</p> <p>Due Date: Week 7 as per the unit study guide</p> <p>Insert your details on page 1 and sign the Student Declaration. Include this form with your submission.</p> <p>Submit the listed files below as per the instructions in the Connect online learning system stated on the Assessment Task 1 page.</p> <p>You are to submit three (3) files:</p> <ol style="list-style-type: none"> 1. ICTSAS527_AT1_Part1_yourName.docx 2. ICTSAS527_AT1_Part2_yourName.docx 3. ICTSAS527_AT1_Part2Audio_yourName.mp3 <p>TAFE Queensland Learning Management System: Connect url: https://connect.tafeqld.edu.au/d2l/login</p> <ul style="list-style-type: none"> • Username; 9 digit student number • For Password: Reset password go to: https://passwordreset.tafeqld.edu.au/default.aspx

Instructions to Assessor	<p>Student will Require:</p> <ul style="list-style-type: none"> • Computer applications currently used in industry • Support resources, including online, manuals and training booklets • A computer system with a suitable current OS and access to the internet <p>Work, Health and Safety:</p> <p>TAFE Queensland student rules are designed to ensure that learners are aware of their rights as well as their responsibilities. All learners are encouraged to familiarise themselves with the TAFE Queensland student rules, specifically as they relate to progress of study and assessment guidelines.</p> <p>Student rules: http://tafeqld.edu.au/current-students/student-rules/</p> <p>Level of Assistance:</p> <p>Teachers and tutors should be available in class, and accessible by email for students working from home. Staff cannot directly show students answers but guide them to where to go to complete tasks individually. The teacher will make reasonable adjustment for students, as and when appropriate, after consultation with the Disability and Counselling team.</p> <p>Assessment Criteria:</p> <p>See Marking Criteria on Connect</p> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>
Note to Student	<p>An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide.</p>

Assessment Task 1

CASE STUDY

Your Role

Senior Technician

Your Organisation

Uptown IT

Unit 3, 13 Upmost Street

Shelley Shores QLD 4651

Phone: 07 4123 8910

Facsimile: 07 4123 6789

Email: support@uptownit.com.au

Client

TQMasters Architects

Level 27

10 Market Street

Brisbane City

TQMasters Architects are a civil architectural company that designs, and project manages commercial buildings, primarily shopping complexes and multi-storey commercial / residential structures.

Current staff and desktop systems:

- Manager/CEO
- Receptionist
- Administration officers (2-off)
- CFO
- Accounting assistant

The above 5 categories have Dell OptiPlex 5090 Micro Desktop computers:

- Intel® Core™ i5-10500T CPU
- 16GB DDR4 RAM
- M.2 512GB PCIe NVMe SSD
- 2 x Dell E2420H 24" monitors

- Microsoft Windows 10 Pro
- Microsoft 365 Business Premium
- 3 Year ProSupport: Next Business Day Onsite Service
- Purchased 36 months ago
- Graphic designers
- Architects (5-off)
- Engineers (3-off)
- CAD operators (8-off)

The above 4 categories have Dell Precision 5820 Desktop Workstations:

- Intel Xeon Processor W-2235 CPU
- 32GB DDR4 RAM
- M.2 512GB PCIe NVMe SSD
- 3.5" 1TB 7,200rpm SATA HDD
- NVIDIA Quadro P2200, 5GB, 4 DP
- 2 x Dell P2722H 27" monitors
- Microsoft Windows 10 Pro
- Microsoft 365 Business Standard
- Adobe Creative Cloud (for graphics designer only)
- Autodesk Architecture, Engineering & Construction Collection (except graphics designer)
- 3 Year ProSupport: Next Business Day Onsite Service
- Purchased 12 months ago.

The network is a domain setup using Microsoft Windows Server 2016, domain is called TQMasters.local.

Domain server, Dell PowerEdge R740 Rack Server:

- Intel® Xeon® Silver 4214R 2.4GHz CPU
- 32GB RDIMM RAM
- 2 x 1.2TB 10K RPM SAS 2.5in Hot-plug Hard Drive
- PERC H730P RAID Controller, configured for RAID 1
- Microsoft Windows Server 2016 Standard Edition, 25 user licence
- Bitdefender GravityZone Advanced Business Security
- 3 Year ProSupport: Next Business Day Onsite Service
- Purchased 12 months ago.

Server Rack, 4Cabling 27RU server rack cabinet:

- Dell PowerEdge R740 Rack Server (as above)
- APC Smart-UPS SRT 2200VA rack mount
- D-Link DGS-3000-52L 48-Port Gigabit Smart Managed Stackable Switch with 48 x 1000Base-T and 4 x 10Gb Ports
- Telstra Business Smart NBN Modem with 4G mobile network backup
- All cabling is Cat6 certified throughout the location
- All above equipment purchased 12 months ago

Peripherals:

- Hewlett Packard Color LaserJet Enterprise Flow MFP M776z
- Hewlett Packard LaserJet Enterprise M406dn mono laser printers (2-off)
- Hewlett Packard DesignJet T230 24-inch Compact Large Format A1 Plotter Printer
- Hewlett Packard DesignJet T830 36-in Multifunction Printer
- All printers purchased 12 months ago and have a Hewlett Packard 36 months on-site service agreement

PART 1

Listen to the two (2) audio files from the manager of TQMasters Architects, Bob Brown, and document the clients' requirements in a document saved as **'ICTSAS527_AT1_Part1_yourname.docx'**.

Before you listen to the audio files from Bob Brown, please make sure you have a proper understanding of the IT infrastructure as detailed in the Case Study.

1. Bob Brown's business.mp3
2. TQMasters problems.mp3

PART 2

1. Create a list of at least five (5) questions or statements that you will need to communicate to Bob Brown in response to his audio recording. Saved the document as **'ICTSAS527_AT1_Part2_yourname.docx'**.
2. Next, create an audio recording of you asking Bob Brown the questions you have documented. Save the audio file as **'ICTSAS527_AT1_Part2Audio_yourname.mp3'**.

Submission checklist:

You are to submit the following three (3) files:

1. ICTSAS527_AT1_Part1_yourName.docx
2. ICTSAS527_AT1_Part2_yourName.docx
3. ICTSAS527_AT1_Part2Audio_yourName.mp3