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| Student Name | |  | Student Number |  | |
| Unit Code/s & Name/s | | ICTSAS527 Manage client problems | | | |
| Cluster Name  *If applicable* | | N/A | | | |
| Assessment Type | | Case Study  Assignment  Project  Other *(specify)* | | | |
| Assessment Name | | Client Support | Assessment Task No. | | 2 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 | / / | |
| **PRIVACY DISCLAIMER:** TAFE Queensland is collecting your personal information for assessment purposes. The information will only be accessed by authorised employees of TAFE Queensland. Some of this information may be given to the Australian Skills Quality Authority (ASQA) or its successor and/or TAFE Queensland for audit and/or reporting purposes. Your information will not be given to any other person or agency unless you have given us written permission or we are required by law. | | | | | |

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| Instructions to Student | **General Instructions:**  This written assessment contains three (3) parts:   * Part 1 - Analysing client problems * Part 2 - Develop an SLA * Part 3 - Client feedback.   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.  Important: All documentation is to be in accordance with the Uptown IT Client Documentation Style Guide.  **Materials to be Supplied:**  For the student to successfully complete this assessment they will need to acquire:   * A computer system installed with a current desktop operating system with appropriate internet browser, and office suite able to save in Microsoft 365 format * Internet access * Access to microphone to record an audio file * Uptown IT documentation, located in the course hub in Connect * Staff Feedback.pdf     **Assessment Criteria:**  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:   * Analyse client information * Understand different ways of obtaining information * Provide solutions to problems * Understand the structure and reason for an SLA * Understand communication processes with clients * Understand the feedback process and delivery methods. |

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|  | **Number of Attempts:**  You will receive up to two (2) attempts at this assessment task. Should your 1st attempt be unsatisfactory (U), your teacher will provide feedback and discuss the relevant sections / questions with you and will arrange a due date for the submission of your 2nd attempt. If your 2nd submission is unsatisfactory (U), or you fail to submit a 2nd attempt, you will receive an overall unsatisfactory result for this assessment task. Only one re-assessment attempt may be granted for each assessment task.  ***For more information, refer to the Student Rules.*** |
| Submission details | **Commencement Date:** Week 8  **Due Date:** Week 15 as per the unit study guide  Insert your details on page 1 and sign the Student Declaration. Include this template with your submission.  Submit the listed files below as per the instructions in the Connect online learning system stated on the Assessment Task 1 page.  **You are to submit three (3) files:**   1. ICTSAS527\_AT2\_Part1\_yourname.docx 2. ICTSAS527\_AT2\_Part2\_yourname.docx 3. ICTSAS527\_AT2\_Part3\_yourname.docx   TAFE Queensland Learning Management System: Connect url: [*https://connect.tafeqld.edu.au/d2l/login*](https://connect.tafeqld.edu.au/d2l/login)   * Username; 9 digit student number * For Password: Reset password go to [*https://passwordreset.tafeqld.edu.au/default.aspx*](https://passwordreset.tafeqld.edu.au/default.aspx) |
| Instructions for the Assessor | **Student will require:**   * 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 * Acting as client for Ad-hoc meetings that are required for Part 3 feedback during Week 14 and 15   **Work, Health and Safety:**  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.  Student rules: <http://tafeqld.edu.au/current-students/student-rules/>  **Level of Assistance:**  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.  **Assessment Criteria:**  See Marking Criteria on Connect  Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |
| Note to Student | An overview of all Assessment Tasks relevant to this unit is located in the Unit Study Guide. |

# Assessment Task 2

## PART 1

For this part of the assessment, you need to analyse the information you have gained from Assessment Task 1, and address the three (3) different problems the client has with documentation for each that needs to address:

1. Problem 1
2. What the problem is
3. If possible, how would you gain more information to substantiate what the problem is
4. Possible cause
5. Solution
6. Problem 2
7. What the problem is
8. If possible, how would you gain more information to substantiate what the problem is
9. Possible cause
10. Solution
11. Problem 3
12. What the problem is
13. If possible, how would you gain more information to substantiate what the problem is
14. Possible cause
15. Solution

You need to save the three (3) problems into one (1) document as:

1. ICTSAS527\_AT2\_Part1\_yourname.docx

These documents are for the client and therefore must be suitable in language and layout for the client to understand. Documents must align to the Uptown IT style guide.

## PART 2

For this part of the assessment, you will need to develop an SLA for the whole IT infrastructure. You will need to:

1. Identify the support requirements required by the client and explain what an SLA entails, this should include:
2. An explanation of what an SLA is, and the proposed benefits
3. The structure of the SLA
4. What client support is required
5. And the minimum contract period for an SLA
6. Develop and detail the procedures that need to be in place for:
7. Hardware
8. Software
9. Network
10. Day to day problems
11. Costing based on $80 per hour
12. Review and identify any SLA or warranty agreements currently in place and determine what the action and escalation procedures that will be required
13. How support communications with the client will be maintained during the SLA period to meet quality assurance practices (KPI), and define the roles of all stakeholders
14. SLA agreement sign-off process needs to be incorporated into the document. This shall also include a comment area where the client can add additional notes and feedback in regard to the alignment of the client’s needs and the stated SLA and signed if agreed to by all parties.

You need to save the document as “ICTSAS527\_AT2\_Part2\_yourname.docx”.

This document is for the client and therefore must be suitable in language and layout for the client to understand. The document must align to the Uptown IT style guide.

## PART 3

In this part of the assessment, you will evaluate the handed in feedback from the client’s staff (1\_TQMasters\_Client\_Staff\_Feedback.pdf) and then the subsequent thoughts from the UpTown IT staff (2\_UpTown\_IT\_Staff\_Feedback\_John\_Smith.mp3 and 3\_UpTown\_IT\_Staff\_Feedback\_Eddie\_Smith.mp3).

Determine solutions or improvements to comply with the services that Uptown IT provides.

Create a document called “ICTSAS527\_AT2\_Part3\_yourname.docx” and address the follow:

1. Analyse the feedback and note any problems that are of concern to the services Uptown IT provides
2. Provide solutions and improvements to the identified problems
3. Develop a process that delivers an easier way for clients to provide feedback.
4. The teacher / assessor will be acting as the client when assessing your submissions in relations to where client feedback is required. Any feedback will need to be incorporated into a resubmission if needed.

You need to save the document as **“ICTSAS527\_AT2\_Part3\_*yourname*.docx”**.

## Submission checklist:

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

1. ICTSAS527\_AT2\_Part1\_yourname.docx
2. ICTSAS527\_AT2\_Part2\_yourname.docx
3. ICTSAS527\_AT2\_Part3\_yourname.docx