

**Data Technician**

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| Name: |
| Course Date: |
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# Day 1: Task 1

Please research and complete the below questions relating to key concepts of cloud.

Be prepared to discuss the below in the group following this task.

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| What can cloud computing do for us in the real-world? | Cloud computing runs many of the apps and services we use every day, letting them work smoothly and be available anywhere, without us needing powerful computers of our own. For example, it keeps our data safe by backing up files, documents, and photos online. It also makes streaming and social media possible by storing content online and handling millions of users at the same time. |
| How can it benefit a business? | Cloud computing helps businesses save money and work more efficiently. They don’t need to buy expensive servers or equipment because everything is stored and run online. Businesses can easily handle more customers when needed and allow employees to work from anywhere while still accessing their data and systems. |
| What’s the alternative to cloud computing? | An alternative to cloud computing is keeping everything on a company’s own computers and servers. This means data and software are stored and run locally instead of online. While this gives more control, it usually costs more and requires more time and effort to manage. |
| What cloud providers can we use, what are their features and functions? | Some popular cloud providers are Amazon Web Services (AWS), Microsoft Azure, and Google Cloud. They let businesses and people store data, run apps, and use computing power online.   |  |  |  |  | | --- | --- | --- | --- | | Features | AWS | Azure | GCP | | Databases | RDS, DynamoDB | SQL, Cosmos DB | Cloud SQL fire store | | Storage | S3 – stores files of any type and size | Blob storage – stores large amounts of unstructured data like images, videos | Cloud storage – keeps files safe and lets you access them from apps and websites. | | Security | IAM (identity access management) – controls who can access resources and what actions they can do | AD (Azure active directory) – manages users and permissions for apps and data. | IAM – lets you give users specific roles and access to resources | |

# Day 1: Task 2

Please research the below cloud offerings, explain what they are and examples of use cases.

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| Cloud Offerings | Explain what it is | When / how might you use this service in the real-world? |
| IaaS (Infrastructure as a service) | It’s a type of cloud computing where businesses rent virtual computers, storage and networks over the internet instead of buying and maintaining their own physical hardware. They can increase and decrease resources depending on the need and only pay for what they use. | A small business. Can rent a virtual server from a cloud provider like AWS to host their website. If the website gets lots of visitors during a busy period like sales, the business can quicky add more computing power and then later reduce it when traffic drops. This way, their website stays fast and reliable and the business only pays for what it uses which is cost effective. |
| PaaS (Platform as a service) | PaaS is a cloud computing model that provides an online environment for developing, running, and managing applications. It removes the need to worry about hardware, operating systems, or networks, allowing developers to focus only on writing and deploying code. | A business might use PaaS to create a new app, like a mobile ordering system for a restaurant. The cloud platform provides all the tools and servers needed, so the business doesn’t have to set up or maintain anything. |
| SaaS (Software as a service) | SaaS is a cloud based model where software applications are delivered over the internet instead of being installed on a computer. Users usually access the software through a web browser and pay a subscription to use it. The provider manages updates, security, and maintenance, making it easy for businesses and individuals to use software from anywhere | Microsoft 365 is a SaaS example where people use Word, Excel, and PowerPoint online. The software isn’t installed permanently on one computer, and Microsoft handles updates and security. This allows businesses and students to work on documents from anywhere using an internet connection. |

# Day 1: Task 3

Please research the below terms and explain what they are, when they would be appropriate and a real-world example of where it could be implemented (i.e. what type of organisation).

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| Public Cloud | A public cloud is a cloud computing system where a third-party company owns and delivers resources like servers, storage, and software over the internet to multiple users. Customers can access these resources on demand, scale them as needed, and pay only for what they use.  For example, A small business can use Amazon Web Services (AWS) to host its website. Instead of buying and maintaining its own servers, the business rents server space and storage from AWS. The website can handle traffic spikes, like during sales or promotions, without crashing, and the business only pays for the resources it uses. |
| Private Cloud | A private cloud is a cloud computing environment dedicated to a single organization. It gives the organization exclusive access to resources like storage and processing power, without sharing them with other businesses. This allows for greater control, security, and customization while still providing the flexibility of cloud services.  For example, a bank might use a private cloud to store sensitive customer data and run internal applications. Because the resources are exclusive, the bank can ensure strict security and compliance while still scaling resources as needed. |
| Hybrid Cloud | A hybrid cloud is a cloud setup that combines both public and private clouds, letting a business use the private cloud for sensitive or important tasks and the public cloud for less sensitive tasks. This gives flexibility, cost savings, and better control over security.  For example, a retail company might run its website on a public cloud like AWS to handle high traffic during sales, while keeping customer payment information and internal systems on a private cloud for security. |
| Community Cloud | A community cloud is a cloud computing environment that is shared by several organisations with similar needs or goals such as security goals or compliance requirements. The participating organisations share infrastructure, costs, and security responsibilities, making it more efficient than each building their own private cloud while still keeping data more secure than a public cloud.  For example, **government agencies**might use a community cloud to share IT infrastructure and services for things like public records, emergency response systems, or regulatory data. This allows them to **collaborate securely, reduce costs, and maintain control over sensitive information**, while still sharing resources efficiently. |

# Day 2: Task 1

Describe, with examples, the **three** major areas that the Computer Misuse Act deals with.

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| Area | Description | Example |
| Unauthorised access to computer material | Accessing a computer system without permission, even if no damage is done. | An employee at work, opening files on the company network that they are not authorised to view |
| Unauthorised access with intent to commit further offences | Accessing a system without permission with the intention of committing crimes like fraud, theft, or data destruction. | Someone hacking into a colleagues email account to steal confidential information or sensitive company information |
| Unauthorised modification of computer material | Deliberately changing, deleting or damaging data or programs on a computer without permission | A person changing data in a shared spreadsheet at work to manipulate results or delete important information |

The computer misuse act 1990 is an act where an individual can be criminalised because of computer related offense. Describe three extra powers that the Police and Justice Act 2006 (Computer Misuse) has added.

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| Description |
| Increased penalties for serious computer misuse offences, allowing longer prison sentences for crimes like hacking into a bank system to steal customer data. |
| Made It illegal to make, sell, or get hold of tools or software designed for hacking, even if they are not used yet. For example, selling a program that can guess passwords to break into accounts. |
| Criminalised unauthorised acts that cause, or create a risk of, serious damage, including threats to human welfare, the environment, or critical services. For example, disabling hospital systems and endangering patient care |

Look at the below website to answer the questions:

<https://www.gov.uk/personal-data-my-employer-can-keep-about-me>

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| Write down three items of data which a company can store about an employee. |
| Name and contact details |
| Date of birth |
| National insurance number |

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| Give three more examples of data that an employer can only store if they first get the employee’s permission. |
| Criminal convictions or offences |
| Health or medical conditions |
| Sexual orientation |

Conduct further research to answer the below questions.

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| Question | Answer |
| Provide one example of: Copyright infringement | Copying and uploading a movie or TV show from a streaming service to a public website without the creator’s permission. |
| Provide one example of: Plagiarism | Copying charts, graphs, or statistics from a published article and including them in your report without citing the source. |
| What are two consequences of copyright infringement and software piracy? | Legal actions and fines. Individuals or companies can face lawsuit, heavy fines or criminal charges.  Damage to reputation and business, a company can lose customer trust, face bad publicity and harm relationships with partners / clients |
| Give three possible consequences for individuals when using pirated software | Legal trouble – could face fines, or criminal charges for breaking copyright laws.  Security risks – Pirated software often contains malware, viruses or spyware that can steal personal data  Data loss – pirated software can corrupt files or cause important personal data to be lost |

Listed below are some laws which we have covered today:

1. Computer Misuse Act 1990

2. Police and Justice Act 2006 (Computer Misuse)

3. Copyright, Designs and Patents Act 1988

4. Copyright (Computer Programs) Regulations 1992

5. The Health and Safety (Display Screen Equipment) Regulations 1992

6. Data Protection Act 2018

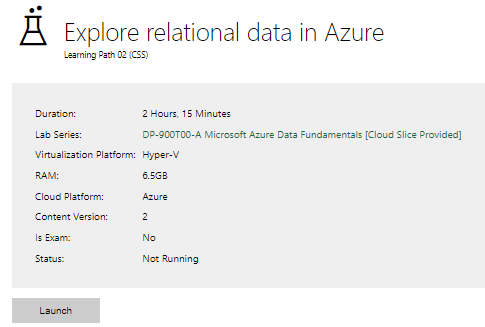
7. Consumer Rights Act 2015

* Insert a number in the first column of each row to match each of the statements with one of the above Acts.
* One of statements is incorrect and not illegal. For this statement, write ‘Not illegal’.

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| --- | --- |
| **Act number** | **Clause** |
| 4 | With some exceptions, it is illegal to use unlicensed software |
| 7 | Any product, digital or otherwise, must be fit for the purpose it is supplied for |
| 1 | Unauthorised modification of computer material is illegal |
| 2 | It is illegal to create or use a hacking tool for penetration testing |
| 6 | Personal data may only be used for specified, explicit purposes |
| 5 | Employers must provide their computer users with adequate health and safety training for any workstation they work at |
| 2 | It is illegal to distribute hacking tools for criminal purposes |
| 3 | It is illegal to distribute an illicit recording |
| 6 | Personal data may not be kept longer than necessary |
| 1 | Gaining unauthorised access to a computer system is illegal |
| 5 | Employers must ensure that employees take regular and adequate breaks from looking at their screens |
| 2 | It is illegal to prevent or hinder access (e.g. by a denial-of-service attack) to any program or data held in any computer |
| 6 | Personal data must be accurate and where necessary kept up to date |

# Day 3: Task 1

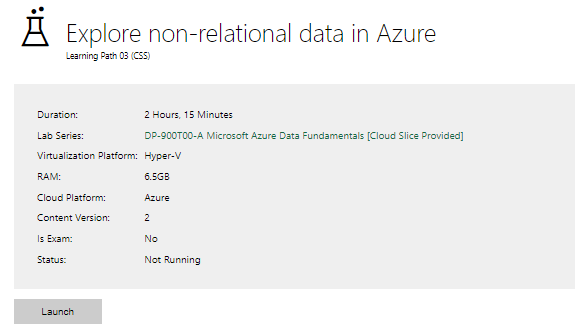
Please complete the below lab (3) *‘Explore relational data in Azure’* and paste evidence of the completed lab in the box provided.



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| Completed lab |  |

# Day 3: Task 2

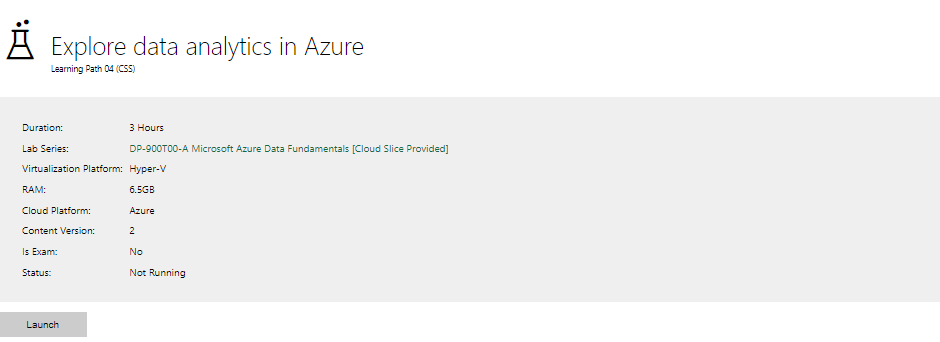
Please complete the below lab (4) *‘Explore non-relational data in Azure’* and paste evidence of the completed lab in the box provided.



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| Completed lab |  |

# Day 3: Task 3

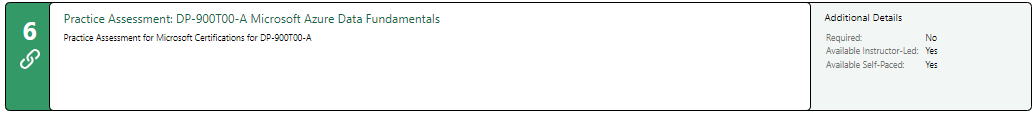
Please complete the below lab (5) ‘Explore data analytics in Azure’ and paste evidence of the completed lab in the box provided.



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| Completed lab |  |

# Day 4: Task 1

In your teams, complete the Azure DP-900 practice exam and paste your result below – this is open book and please research and discuss your answers as a team.



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| Result |  |

# Day 4: Task 2

#### **1. Scenario Background**

"Paws & Whiskers" is a growing pet shop that aims to improve its business by analysing sales, customer information, and inventory data. Currently, the data is collected manually or stored in spreadsheets. Management is interested in transitioning to Microsoft Azure to streamline data storage, analysis, and reporting, enabling them to make data-driven decisions.

#### **2. Data Laws and Regulations**

Identify and explain the data laws and regulations relevant to handling customer data within the proposal. Ensure you cover the following points:

* **GDPR Compliance**: Highlight the importance of adhering to the General Data Protection Regulation (GDPR), particularly as it relates to storing and processing customer information.
* **Data Protection Act (DPA) 2018**: Outline how the DPA 2018 may affect the way "Paws & Whiskers" collects and stores data, ensuring compliance with UK laws on data privacy.
* **Other Industry Standards**: Research any additional data protection standards or regulations that may apply to pet shop data, particularly if they involve sensitive or payment information.

#### **3. Azure Service Recommendations**

Recommend Microsoft Azure services that would suit the company’s data analysis needs and explain why these services are suitable. Your recommendations should include:

* **Data Storage**: Identify suitable storage options, such as **Azure Blob Storage** or **Azure SQL Database**, and discuss the benefits of each for storing large datasets, including inventory, sales transactions, and customer details.
* **Data Analysis Tools**: Recommend tools such as **Azure Machine Learning** for customer behaviour analysis or **Azure Synapse Analytics** for analysing sales trends.
* **Data Integration and Automation**: Explain how services like **Azure Data Factory** could automate data collection and integration processes, improving efficiency.

#### **4. Data Types and Data Modelling**

Define the types of data "Paws & Whiskers" will need to work with and describe your approach to data modelling:

* **Data Categories**: Identify key data types, such as customer demographics, transaction history, pet inventory, and product categories.
* **Data Modelling Approach**: Outline how you would structure this data using a relational model or a data warehouse approach, considering factors like tables, entities, relationships, and primary keys.

#### **5. Data Storage Formats and Structures in Azure**

Discuss how you would store data within Azure and the formats you would recommend:

* **Data Formats**: Specify recommended formats (e.g., CSV for raw data imports, JSON for structured data, Parquet for analytics) and explain why these formats are suitable for specific data types.
* **Data Security and Encryption**: Include recommendations for securing data using Azure’s built-in encryption features and access controls to ensure compliance with data privacy regulations.

#### **6. Additional Considerations**

Provide any other considerations that might enhance data handling and efficiency in Azure, such as:

* **Backup and Disaster Recovery**: Outline a backup plan using **Azure Backup** or **Azure Site Recovery** to safeguard against data loss.
* **Data Visualisation**: Discuss potential use of **Power BI** within Azure for creating dashboards that provide management with real-time insights into sales and customer trends.
* **Future Scalability**: Comment on how Azure services can scale as the business grows, accommodating larger datasets and more complex analyses.

### **Submission Guidelines:**

1. **Structure**: Ensure your report is well-organised, with sections for each task (e.g., Data Laws, Azure Services, Data Types, etc.).
2. **Formatting**: Include headings, bullet points where appropriate, and any visuals or diagrams that support your explanations.
3. **References**: Cite any resources or regulations referenced in the report.
4. **Length**: Aim for 1500-2000 words.

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| **Data Laws and Regulations**  Paws & Whiskers must ensure that all personal data is handled in line with relevant data protection laws and industry standards. The most significant regulations applicable are the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA) 2018, which together govern how customer data is collected, stored, processed, and protected within the UK. Consumer focused regulations, such as the Consumer Rights Act 2015, may also apply where customer data is used in sales records, refunds, or complaints handling. Compliance with these laws and standards is essential to protect customer privacy, maintain trust, and support a secure transition to Microsoft Azure.  **GDPR Compliance**  Adhering to the General Data Protection Regulation (GDPR) is essential for Paws & Whiskers as the business collects, stores, and processes personal customer information as part of its daily operations. This includes data such as customer names, contact details, purchase history, and any pet related information that can be linked to an identifiable individual. Under GDPR, Paws & Whiskers are legally responsible for ensuring that personal data is processed lawfully, securely, and transparently.  GDPR requires that customer data is collected for specific, legitimate purposes and only the minimum amount of data necessary is retained. When transitioning from spreadsheets to Microsoft Azure, Paws & Whiskers must ensure that appropriate technical and organisational measures are in place, such as data encryption, access controls, and secure authentication, to prevent unauthorised access or data breaches.  Transparency is another key requirement of GDPR. Customers must be informed about how their data is used through a clear privacy notice, and consent must be obtained where required, particularly for marketing communications. Additionally, Paws & Whiskers must be able to uphold customer rights under GDPR, including the right to access their data, request corrections, or have their data deleted when it is no longer required.  If Paws & Whiskers introduces a customer loyalty programme to reward repeat purchases, personal data such as customer names, email addresses, and purchase history would be stored and analysed within Azure. To comply with GDPR:   * Customers must explicitly consent to their data being used for the loyalty programme. * Access to loyalty data must be restricted to authorised staff only. * Data must be securely stored and deleted upon customer request or when the programme membership ends.   By ensuring GDPR compliance, Paws & Whiskers reduces legal risk, protects customer trust, and supports the secure and responsible use of cloud-based data analytics.  **Data Protection Act (DPA) 2018**  The Data Protection Act (DPA) 2018 works alongside GDPR to regulate how organisations collect, store, and process personal data. Paws & Whiskers must comply with the DPA 2018 when handling customer information, ensuring that data is processed fairly, lawfully, and securely in accordance with UK data privacy requirements.  The DPA 2018 reinforces GDPR principles while providing UK-specific guidance, particularly around accountability and data security. For Paws & Whiskers, this means establishing clear internal policies for how customer data is collected, who can access it, and how long it is retained. Moving data from manual spreadsheets to Microsoft Azure requires the business to ensure that data storage locations comply with UK data requirements and that appropriate safeguards are in place for any data stored or processed outside the UK.  The Act also places emphasis on protecting personal data from misuse, accidental loss, or unauthorised access. Paws & Whiskers must implement security measures such as user access controls, staff training, and regular data audits to reduce the risk of data breaches. In the event of a data breach involving customer information, the DPA 2018 requires that serious incidents are reported to the Information Commissioner’s Office (ICO) within the required timeframe.  As Paws & Whiskers migrates customer records from spreadsheets to an Azure-based database, the DPA 2018 requires that:   * Only necessary customer data is transferred and stored. * Access to customer records is limited to staff who need it for their role. * Data is securely backed up and protected against loss or unauthorised access.   By complying with the DPA 2018, Paws & Whiskers ensures it meets UK legal obligations, strengthens data security, and supports responsible data management as part of its digital transformation.  **Consumer Rights and Data Handling**  Consumer protection regulations, such as the Consumer Rights Act 2015, also influence how Paws & Whiskers manages customer data. These laws require businesses to keep accurate records of purchases, refunds, and complaints, while ensuring customer information is handled fairly and securely.  When analysing sales data or managing refunds through Azure based systems, Paws & Whiskers must ensure customer data is accurate, up to date, and only used for legitimate business purposes. Secure data handling supports transparency and builds customer trust, while also aligning with broader data protection principles.  If a customer requests a refund for a faulty pet product, Paws & Whiskers may access purchase records linked to customer details. This data must be securely stored, used only to resolve the issue, and retained in line with legal requirements.  **Azure Service Recommendations**  To meet data analysis needs, Paws & Whiskers should use Microsoft Azure services within a public cloud environment, leveraging Platform as a Service (PaaS) where possible. PaaS is recommended because the underlying infrastructure, maintenance, updates, and scalability are managed by Microsoft, meaning the business does not need multiple technical teams to manage servers or systems. The recommendations below address data storage, analysis, and integration.  **Data Storage**  Azure SQL Database which is suitable for structured data such as customer records, sales transactions, and inventory. Its benefits include:   * Azure handles updates, backups, and high availability. * Provides secure access, role-based permissions and encryption to protect sensitive customer information. * Enables fast reporting and operational insights.   Azure Blob Storage is ideal for unstructured or large datasets, such as historical sales files, inventory exports, or raw spreadsheet data. Its benefits include:   * Handling growing volumes of data without performance loss. * It’s cost-effective and suitable for storing archival and analytics ready datasets. * It works seamlessly with analytics tools and machine learning pipelines.   **Data Analysis Tools**  Azure Machine Learning will allow Paws & Whiskers to perform customer behaviour analysis, including purchasing patterns and loyalty prediction. Benefits include:   * No need to manage ML infrastructure. * Supports predictive analytics to improve marketing and inventory planning. * It can integrate directly with Azure SQL Database and Blob Storage for seamless data access.   Azure Synapse Analytics enables sales trend analysis and inventory forecasting, its benefits include:   * Combining data warehousing and analytics in one platform. * Handling large scale queries quickly and efficiently. * Reducing IT overhead by providing a fully managed analytics environment.   **Data Integration and Automation**  Azure Data Factory automates the collection and integration of data from multiple sources, such as point of sale systems, spreadsheets, and online sales platforms. Benefits include:   * Reducing manual data entry and errors. * Ensuring consistent, up to date datasets for analysis. * Supporting scheduled or triggered data pipelines to keep analytics current.   **Data Types and Data Modelling**  Paws & Whiskers will work with several types of structured data to support sales analysis, customer insights, and inventory management including:  **Customer Data-** Includes customer ID, name, contact details, and postcode. This structured data identifies customers and supports communication and behaviour analysis.  **Transaction History Data-** Records sales activity, including transaction ID, date, customer ID, product ID, quantity, and total value. This structured data is essential for analysing sales trends and customer purchasing behaviour.  **Pet Inventory Data-** Includes product ID, product name, price, stock level, and supplier. This structured data supports stock control and demand forecasting.  **Product Category Data-** Defines product groupings such as pet food or accessories, using category ID and category name. This improves reporting and sales analysis by category.  **Loyalty Programme Data-** Includes loyalty ID, customer ID, points earned, and rewards redeemed. This data supports customer retention analysis and predictive modelling of repeat purchases.  **Data Modelling Approach**  A relational data model is recommended due to the structured nature of the data and the need for accuracy. Key entities include Customer, Transaction, Product, Category, and Loyalty, each identified by a primary key.  Relationships are established using foreign keys, such as linking customers to their transactions and loyalty accounts. Since a single transaction can include multiple products, and each product can appear in many transactions, a linking table is used to record which products belong to each transaction, including details such as quantity and price.  This structure ensures data integrity, supports efficient querying, and can be easily visualised as an Entity Relationship Diagram (ERD)  A diagram of a product  Description automatically generated  **Recommended Data Formats**  The recommended data formats are CSV for everyday data imports and Parquet for efficient analysis of larger datasets.  CSV is ideal for raw data imports like sales transactions, inventory, and basic customer records. It’s simple, widely supported, and easy to integrate into Azure, making it practical for the business to move from spreadsheets to the cloud.  Parquet is a data format optimised for analytics on large datasets, such as sales trends or inventory monitoring. It allows faster queries and uses storage efficiently, helping *P*aws & Whiskers gain insights quickly without slowing down their system.  **Data Security and Encryption:** Securing sensitive customer and transaction data is important for Paws & Whiskers to maintain trust and comply with GDPR and DPA 2018 regulations. Azure offers robust built-in security features including:  **Encryption at Rest -** Data stored in Azure is automatically protected with strong encryption, so even if someone gained access to the storage, they would not be able to access the information without permission.  **Encryption in Transit -** Data moving between services or client applications is encrypted, keeping it safe while traveling.  **Role-Based Access Control (RBAC) -** Azure’s RBAC will allow Paws & Whiskers to control who can see or use different types of data. Only the assigned people, like managers or staff who need it, can access sensitive information. This reduces the risk of mistakes or unauthorised access.  **Monitoring and Alerts -** Azure can watch for unusual activity and alert the team if anything suspicious happens. This will help the business catch potential problems early and stay compliant with privacy laws.  **Additional Considerations**  For backup and disaster recovery I recommend that Paws & Whiskers implement a comprehensive backup and disaster recovery plan using Azure Backup and Azure Site Recovery. These services will automatically back up critical business data. It also allows quick recovery in the case of unexpected issues, such as system failures or data loss. Since Azure manages these backup solutions, Paws & Whiskers can focus on business operations without worrying about infrastructure.  For data visualisation I recommend leveraging Power BI, which is integrated with Azure, for real time data visualisation. By creating interactive dashboards, Paws & Whiskers can gain insights into sales trends, inventory levels, and customer behaviour. This would allow the business to make data driven decisions quickly.  As Paws & Whiskers grows, Azure's cloud platform offers many advantages in terms of scalability. I recommend taking full advantage of Azure’s ability to scale up or down based on demand. During peak periods, such as promotions or sales, Azure can easily handle increased data volume and processing needs without requiring significant infrastructure changes. Services like Azure Synapse Analytics and Azure Machine Learning can be utilised to accommodate larger datasets and more complex analyses, ensuring that Paws & Whiskers can continue to leverage advanced analytics as the business expands.  *References:*  European Union (2016) General Data Protection Regulation (GDPR). Regulation (EU) 2016/679.  UK Government (2018) Data Protection Act 2018. Available at: [Data Protection Act 2018](https://www.legislation.gov.uk/ukpga/2018/12/contents)  K21 Academy (n.d.) What is Azure Backup – Features, Benefits, Tools and Real Life Examples. Available at: [What is Azure Backup?- Features, Benefits,Tools & Real-life Examples](https://k21academy.com/azure-cloud/what-is-azure-backup-features-benefitstools-real-life-examples/)  Analytics Vidhya (2021) A Comprehensive Guide on Using Azure Machine Learning. Available at: [Azure Machine Learning : A Step-by-Step Guide](https://www.analyticsvidhya.com/blog/2021/09/a-comprehensive-guide-on-using-azure-machine-learning/#h-advantages-of-azure-machine-learning)  Matillion (n.d.) What is Azure Synapse Analytics. Available at: [What is Azure Synapse Analytics?](https://www.matillion.com/blog/what-is-azure-synapse-analytics) |

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| **Course Notes** |

It is recommended to take notes from the course, use the space below to do so, or use the revision guide shared with the class:

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| **Additional Information** |

We have included a range of additional links to further resources and information that you may find useful, these can be found within your revision guide.

**END OF WORKBOOK**

**Please check through your work thoroughly before submitting and update the table of contents if required.**

**Please send your completed work booklet to your trainer.**