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| COURSE NAME / CODE | BTEC National Extended Diploma in IT |
| UNIT / MODULE / K/F SKILL / CODE | 12 – IT Technical Support |
| LEVEL | 3 |
| ASSIGNMENT TITLE | IT Technical Support Guide |

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|--------------------------|---------------------------|
| LECTURER/ASSESSOR | Sandra Taylor |
| ISSUE DATE | 4 th May 2017 |
| DEADLINE DATE | 19 th May 2017 |

Student declaration

I declare that this assignment is all my own work and the sources of information and material I have used (including the internet) have been fully identified and properly acknowledged as required.

| | |
|---------------------|------------------|
| STUDENT NAME | SIGNATURE |
| | |

ASSESSMENT DETAILS & GRADING CRITERIA

(NB: Columns 1 & 2 of the table below will be completed once the assignment has been submitted) Please note that criteria & evidence should be aimed to give the learner the maximum grade available within their qualification (i.e. A, Pass, Distinction)

| CONTEXT FOR TASK | | TASK | | | | | | | |
|---------------------------|---|---|------------------|---|-----------------|---|---|----|--|
| Assignment brief | | You work for the IT Support department of a publishing company. Your line manager has asked you to complete a few tasks that he needs help with prepare a guide for new technical staff joining the company which explains the tools and techniques used for technical support. | | | | | | | |
| GRADING CRITERIA FOR TASK | | EVIDENCE | 1) EVIDENCE SEEN | | 2) CRITERIA MET | | | | |
| | | | Y | N | Y | I | N | IV | |
| P1 | Explain the tools and techniques used for technical support | Guide – Booklet/Leaflet and Presentation | | | | | | | |
| | | | | | | | | | |
| M1 | Discuss the importance of keeping fault logs | Email | | | | | | | |
| | | | | | | | | | |
| D1 | Review a recent advance in support systems technology | Report | | | | | | | |
| KS | IT3.1: Search and select information.IT3.2 Presenting Information | | | | | | | | |

KEY: Y = Yes, I = Incomplete, N = No

BREAKDOWN OF HOW GRADES WILL BE AWARDED:

(NB: Please tick as appropriate)

| TYPE OF QUALIFICATION | TICK | DESCRIPTION |
|-----------------------|------|-----------------------------------|
| BTECS / WORKSKILLS | ✓ | Pass / Merit / Distinction / Fail |
| A LEVELS / A2 | | A-U |

Internal Verification of Assignment Brief

| | | | | | |
|----------------------|--|-------------|--|--------------|--|
| IV Full Name | | Sign | | Date: | |
| LIV Full Name | | Sign | | Date: | |

Unit: 12

IT Technical Support



Assignment: 1

Please note that your assignment **MUST** have the following:

1. Cover page
2. Contents page
3. Introduction
4. Conclusion
5. Bibliography

SCENARIO

You work for the IT Support department of a publishing company. Your line manager has asked you to complete a few tasks that he needs help with prepare a guide for new technical staff joining the company which explains the tools and techniques used for technical support.

P1:

Prepare a guide for new technical staff joining the company which explains the tools and techniques used for technical support. Prepare a booklet or leaflet and a slide show presentation detailing this.

M1:

Some people in the technical team have not been keeping up to date on end user records. Your line manager has asked you to send an email discussing the importance of keeping fault logs.

D1

Your Line Manager is trying to find the best way to update the current IT support system. Taking into account the evolving nature of IT support, review a recent advance in support systems technology

Select an advance in support systems technology which is less than five years old.

| FOR THE PASS CRITERIA | |
|------------------------------|---|
| P1 | <ul style="list-style-type: none"> - Description of each tool and technique that are used to aid IT technical support users - Examples for each type of tool or technique - References to sources of advice and guidance |
| FOR THE MERIT CRITERIA | |
| M1 | <ul style="list-style-type: none"> - An email detailing why fault logs are important - Advantages of fault logs - How they support technical support staff - Use of examples to support your information |
| FOR THE DISTINCTION CRITERIA | |
| D1 | <ul style="list-style-type: none"> - Introduction – what you are going to discuss - Discuss Advantages and Limitations - Summary of your discussion |