

<b>COURSE NAME / CODE</b>	BTEC National Diploma in IT
<b>UNIT / MODULE / K/F SKILL / CODE</b>	12 – IT Technical Support Guide
<b>LEVEL</b>	3
<b>ASSIGNMENT TITLE</b>	Working Policies and Procedures (Assignment 2)

<b>LECTURER/ASSESSOR</b>	S Taylor
<b>ISSUE DATE</b>	8 <sup>th</sup> May 2017
<b>DEADLINE DATE</b>	22 <sup>nd</sup> 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.*

<b>STUDENT NAME</b>	<b>SIGNATURE</b>

### 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								
GRADING CRITERIA FOR TASK		EVIDENCE	1) EVIDENCE SEEN		2) CRITERIA MET			
			Y	N	Y	I	N	IV
P2	explain the impact of organisational policies and procedures on the provision of technical support	Report						
P3	Identify the types of faults that can occur	Email						
M2	explain the advantages and disadvantages of outsourcing technical support	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

<b>IV Full Name</b>		<b>Sign</b>		<b>Date:</b>	
<b>LIV Full Name</b>		<b>Sign</b>		<b>Date:</b>	

# Unit: 12

*IT Technical Support*

## Assignment: 2

### Working Policies and Procedures

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.

**P2:**

Explain the impact of organisational policies and procedures on the provision of technical support.

N.B. Include the impact of organisational constraints as well as policies and procedures.

**P3:**

Your Line Manager is trying to find a training document for a new member of staff which identifies the types of faults that can occur. He cannot find this and wants you to create a document detailing this so he can send this to the new colleague.

**M2:**

You work as an IT technician in a company which publishes training materials for the accountancy profession. What might be the effects for staff in your organisation if IT were outsourced? Considering both the positive and negative effects, write notes to explain the advantages and disadvantages of outsourcing technical support.

FOR THE PASS CRITERIA	
P2	<b>A report explaining each impact</b> <ul style="list-style-type: none"> <li>- Included examples to support each one</li> <li>- Included organisational constraints</li> </ul>
P3	<b>Document stating each fault</b> <ul style="list-style-type: none"> <li>- Include examples of how they can occur</li> <li>- An email with document attached</li> <li>- Screenshot of the email annotated</li> </ul>
FOR THE MERIT CRITERIA	
M2	<b>Introduction of what you are going to discuss</b> <ul style="list-style-type: none"> <li>- Positive and negative effects</li> <li>- Evaluation – discussing which would be preferred: in-house support over outsourcing or vice versa.</li> </ul>