**UTC BTEC Units 2 Case Study: Outline Document.**

**Unit 2: Computer Systems:** Computer Components, Suitable Software/Hardware Specs, Install, configure & Test System Components

**Assignment 1:** Prepare a Business Case and presentation to the finance review board, in order to gain strategic support & budget for the computer system upgrade.

------------------------------------------------------------

**Unit 2: Scenario:**

A large Telecommunication (Telco) company TelXGroup is formed of various Telco and fixed line organisations which all comply with the same standards. Recently TelXGroup acquired CompanyA resulting in a **significant company merger**. CompanyA has previously been using their internal systems however these can no longer be of use within TelXGroups infrastructure. In order to integrate CompanyA, a system upgrade is therefore required to comply with TelXGroup’s policies and cope with the increased load of the additional users.

As the Technical IT Project Manager you are tasked with improving the computer equipment at the TelXGroup HQ to cater for the recent acquisition. They currently **have 1200 people, but now increased to over 2000 users** and all have their own preferences and needs you must accommodate them to the best of your ability (users from Company A use a mixture of Unix, MS Windows & IOS). You need to **consider & analyse the latest Operating Systems** on the market and recommend what the best one would be in this situation and why.

During your analysis you realise the number of utilities that are currently being used throughout the company, you need to **research and recommend the purpose of each software utility** to each company function (i.e. For the Finance team, HR team, Operations team, etc.). Remember you are in the process of creating a business case, so you need to think about the **benefits and improvements of your recommended utilities** (including licensing).

As each employee prefers their own operating system you should install multiple variations of operating systems and configure them to a usable level ensuring effective security measures are installed. Some users will have specific needs and you should accommodate them, sometimes they may not know what exactly they want is and you should recommend solutions to them.

Finally, you’ll pull together your business case providing a recommended computer system that meets the needs of the company’s functions within this industry, including the upgrade from 1200 to 2000 people. Ensuring there is justification on the hardware and software you will need to purchase (including cost) for this environment.

Things to consider;

* **Upgrading old desktops**: You need to decide when would be most efficient to upgrade older desktops. When doing this you need to log what you are upgrading and what parts you are replacing this will include backup solutions also while doing this you should document the components for finance.
* **Maintenance Plan**: Ensure you have a maintenance plan that can be used by others in the event you are away. This will include activities such as disk defrag, antivirus scans and so on.
* **Hardware components**: To ensure you budget the correct amount, you’ll need to list the key hardware components within a standard computer system and ensure this is clearly explained within the business case.
* Security measures, company risk will need to be considered
* Performance, cost vs. Benefits and Return on Investment (ROI) will help in justify your case.

**Assignment 2** will then move onto more a practical activity;

* Assignment 2 : Practical Testing (with supporting documentation + report)
  + Supporting documentation may include a YouTube video and testing, implementation & use guide documentation.

**Unit 3 Scenario also includes;**

* A promotion
* Software Installation
* Regulatory compliance
* Security Breaches

# 

# **Additional Info: Assignment 1 structure**

**Task for the students:** Having understood the assignments students need to look at the following;

* **Is it technically feasible?** - Can the system be implemented in the time available
* **Is it economically viable?** - Given limited budget can the students achieve the task in hand under budget? Will the cost of the new system be offset by savings once it is implemented, i.e. will it save the organisation time, money or increase its performance?
* **Legality** - system will be storing sensitive information / system licenses etc. how is this protected?

# **Design**

In this part of the assignment students will need to consider:

* What hardware is needed?
* What inputs are needed?
* What processing must take place?
* What information needs to be output / how it is stored?

# **Useful links**

* Telco mergers: <http://telecoms.com/tag/merger-and-acquisition/>
  + <http://telecoms.com/391612/merger-of-o2-and-3-not-an-instant-fix-say-analysts/>
  + <http://www.telecomramblings.com/category/mergers-and-acquisitions/>
* Business Case templates
  + <http://whatis.techtarget.com/reference/How-to-write-a-business-case>
  + <http://www.business.com/business-planning/7-best-free-business-plan-templates/>

Templates and info;



