

# Practical Project – Case Study Report

Start Assignment

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**Due** 18 Nov by 23:59      **Points** 100      **Submitting** a file upload      **Attempts** 0      **Allowed attempts** 2

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## Assessment overview

This assessment is a **written report** of a develop a plan for network solutions in the context of a company who wishes to extending their IT Help Desk site offices.

*This assessment contributes to 75% of the final course grade.*

## Learning Outcomes

This assessment contributes to the following learning outcomes:

LO 1: Apply security concepts, tools, and techniques to support IT systems

LO 2: Manage networks to support organisational information technology issues.

LO 3: Apply the fundamentals of IT technical support concepts and practices to support end user requirements.

LO 4: Demonstrate effective IT communication skills to technical and non-technical clients.

## Conditions

It is recommended that you spend **2-3 days** on this assessment.

- All course materials, and any other resources, can be used to complete this assessment.
- The work you submit must be your own work. It is an individual assessment.
- You can ask a Lecturer/lab assistant to clarify the instructions, and/or for advice, but they cannot do or solve the assessment tasks – you must carry out the tasks yourself!

## Case study

**In your role as an IT support specialist with Spring Computers, you have been asked to develop a plan to extend their IT Help Desk site offices.**

Your employer, Spring Computers, is interested in extending their IT Help Desk site offices. They have asked you to work on the **design of the network solution** while keeping in mind the fundamental concepts of IT technical support.

Spring Computers want to establish **a new site in Auckland** along-side the current site in Wellington.

Your manager has provided you with the following list of requirements:

- Connect at least 4 computers at each site into one cohesive network.
- Ensure all communication between the sites is secure.
- Ensure each site has a centralised printer connected with all systems.
- Provide a suite of software tools available for monitoring and managing call logs and customer support.
- Design prioritisation system to handle support calls.
- Available budget: \$20,000/-

**Note:** While you are working on the plan for the Auckland site, bear in mind that two more sites will be added in the future because this will have an effect on the new site you plan for Auckland. However, for the purpose of **this assessment** you will plan to extend **one** new IT Help Desk site office in Auckland.

## Assessment Instructions

**Task: A written report based on Spring Computers requirements to extend their IT Help Desk site offices.**

You will find a report template here: [Report Template \(mywhitecliffe.com\)](https://mywhitecliffe.com)

**When developing your network solutions to fulfil the requirements of the case study, please include the following:**

- A. Hardware/software components and network devices.
- B. Costs of computing equipment and network components including any servers, infrastructure, printer, related hardware, software, accessories, and security protocols.
- C. A rationale and justification for each component.
- D. A secure communication channel to connect both sites.
- E. How will you handle the support call prioritisation?

## Deliverables

You are required to upload your document to Canvas, please ensure your document is named "**IT5010D\_Assessment 1\_<StudentID>**".

## Submission Checklist

Task		Done
A.	Hardware/software components and network devices listed	
B.	Costs for all requirements listed	
C.	Rationale and justification provided for each component	
D.	Communication channel reported	
E.	Call Prioritisation System	

## Success Criteria

The assessment will be marked according to the rubric below. Please take time to read it and ask for clarification if necessary.

You are required to obtain a minimum of 50% of the total available marks to be successful in this assessment.

A maximum of two attempts are allowed to complete this assessment. The maximum percentage to be awarded on a second assessment attempt is 50%.

## Submission instructions

When you have completed the assessment: