

**Data Technician**

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| Course Date: 16/12/24 |
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**Table of contents**

[Day 1: Task 1 2](#_Toc77637984)

[Day 2: Task 1 2](#_Toc1634060488)

[Day 2: Task 2 3](#_Toc152114794)

[Day 2: Task 3 4](#_Toc257844391)

[Day 3: Task 1 4](#_Toc1014152162)

[Day 3: Task 2 5](#_Toc1498274088)

[Dataset: 5](#_Toc1056274673)

[Step 1: Create a Pivot Table 5](#_Toc782776295)

[Step 2: Use the SWITCH Function 5](#_Toc365195726)

[Submission: 6](#_Toc485671904)

[Day 3: Task 3 6](#_Toc1856180793)

[Day 4: Task 1 7](#_Toc381189142)

[Course Notes 9](#_Toc1368242635)

[Additional Information 10](#_Toc305684719)

# Day 1: Task 1

Please complete the below boxes on commons laws and regulations that must be followed when working with customers data, use the below bulleted list to support your answers.

* What is it
* Why is it important
* Provide a real-world example of how you can follow it
* How does it impact working with data
* What could happen if you breached it

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| Data Protection Act | 1. It is a law that sets out how personal data must be collected, stored, processed, and shared by organizations.  2. It is important because: Safeguards Privacy, grants individual’s rights giving them control over their own information. It provides a clear framework for businesses and public bodies, ensuring they comply with legal standards and face consequences if they don’t.  3. Obtain Clear Consent and clearly explain why the data is needed,  secure Data Storage, to quickly detect, respond to, and report any data breaches as required by law.  4. by imposing strict rules on how personal data must be handled, handled in a way that is secure, transparent, and respectful of individual privacy rights.  5. If you breached it can lead to several serious consequences like Heavy Fines, Legal Action and Criminal Charges. |
| GDPR | 1.It is a data privacy law enacted by the European Union. It sets rules on how organizations collect, store, process, and share personal data within the EU and the European Economic.  2.It is important because it gives people control over their personal data, It gives people control over their personal data  Ensures transparency, how and why they process personal data, fostering trust.  Enhances Data Security: It requires companies to implement strong data protection measures to prevent breaches.  creates consistent data protection rules across the EU, simplifying compliance for businesses operating in multiple countries.  Enforces accountability. 3. Identify and document all personal data your organization collects, processes, and stores.  Understand the flow of this data within your organization and to any third parties.  Determine the lawful grounds for processing personal data, such as consent, contractual necessity, or legitimate interests.  Document and communicate this basis to data subjects.  Update privacy policies and notices, obtain and manage consent, Enhance data security measures. 4. by imposing strict rules on how personal data must be handled, handled in a way that is secure, transparent, and respectful of individual privacy rights. 5. if you breached it can lead to several serious consequences like Heavy Fines, Legal Action and Criminal Charges. |
| Freedom of Information Act | 1.Is a law that gives individuals the right to request access to records held by government bodies promoting transparency and accountability within the government. 2. Regularly publish key information and frequently requested records on your agency's website, Establish clear procedures to handle FOIA requests promptly, adhering to the standard 20-working-day response time, 3.It improve their data management practices, leading to increased public trust and operational efficiency. 4. Enhances public access to information. 5. If you breached it can lead to several serious consequences |
| Computer Misuse Act | 1.Is a law that criminalizes unauthorized access to computer systems and data. 2. It is important because it protect against cybercrime:  3. By prohibiting unauthorized access to computer systems, and by safeguarding data Integrity by prohibiting unauthorized modifications of data. 4. Professionals are obligated to implement robust security measures to protect data.  5.Failure to do so may not only breach the CMA but also other data protection regulations. |

# Day 2: Task 1

Please research and complete the following tasks within the retail-sales\_dataset.xlsx document, paste a print screen into the provided boxes below:

1. In the sheet ‘retail\_sales\_dataset’ add all available data between columns A –J into a ‘table’
2. Using the ‘filter’ function, filter ‘Age’ to ‘largest to smallest’
3. Using the ‘SUM’ function, show me the commission total in cell ‘L10’
4. Using the ‘AVERAGE’ function, show me the average commission in cell ‘L11’

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| Print screen 1 |  |
| Print screen 2 |  |
|  |  |
| Print screen 3 |  |
| Print screen 4 |  |

# Day 2: Task 2

Please research and complete the following tasks within the retail-sales\_dataset.xlsx document, paste print screens into the provided box below:



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| Print screen 1 |  |

# Day 2: Task 3

Using the skills developed today, have some fun with the data set you have imported. Paste your work below and enjoy!

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| Print screen 1 | I created the Profit column and sorted it, the hights first, then I used IFS and SWICH functions to create the 2 columns, and categorise the profits to high, medium and low. |

# Day 3: Task 1

Please download the dataset ‘Day\_3\_Task\_1\_Bike\_Sales\_Pivot\_Lab.xlsx’ from [here](https://justit831-my.sharepoint.com/:x:/g/personal/danpe_justit_co_uk/Eb73L6LixCJHtafDJ4AOh-ABR9CVF0n9sdEgB4foSh261g?e=jh493A).

The lab instructions can be found [here](https://justit831-my.sharepoint.com/:b:/g/personal/danpe_justit_co_uk/EVySAtWQiEVDmrtCufrqTgwBuLVxX6mEKYqEAe0Mgl6b9Q?e=i05yOa). Do not worry if you do not complete the lab, just working with data and playing with the pivot table will be good experience.

Please paste your final pivot table below and complete the reflection questions:

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| Print screen 1 |  |
| In which markets does Germany have customers? | Adults (35-64) |
| What country has sales in all markets? | Australia |
| What are the most profitable markets by country, age group, and gender? | Australia/ Adults (35-64)/ Female |
| Any other findings? |  |

# Day 3: Task 2

The dataset below tracks the sales performance of different products in various counties in England. Please paste the dataset into a blank Excel workbook. Your task is to:

* **Create a Pivot Table** to summarise the data by county and product.
* **Use the SWITCH function** to categorise products based on their sales volume.

#### **Dataset:**

|  |  |  |
| --- | --- | --- |
| **County** | **Product** | **Sales Volume** |
| Yorkshire | Laptops | 500 |
| Yorkshire | Smartphones | 200 |
| Cornwall | Laptops | 700 |
| Cornwall | Printers | 400 |
| Lancashire | Smartphones | 150 |
| Lancashire | Laptops | 600 |
| Essex | Printers | 800 |
| Essex | Smartphones | 300 |
| Durham | Laptops | 250 |
| Durham | Printers | 300 |
| Greater Manchester | Smartphones | 600 |
| Greater Manchester | Laptops | 400 |

#### **Step 1: Create a Pivot Table**

* Select the dataset (columns A to C).
* Insert a Pivot Table to summarise the data by **County** in the rows and **Products** in the columns. Use **Sales Volume** as the value to be summarised.

#### **Step 2: Use the SWITCH Function**

In a new column next to your data, use the SWITCH function to categorise products based on **Sales Volume** as follows:

* + For sales greater than 600: **"High"**
  + For sales between 300 and 600: **"Medium"**
  + For sales less than 300: **"Low"**

**SWITCH Function Example**:

=SWITCH(TRUE, C2 > 600, "High", C2 >= 300, "Medium", "Low")

* Apply this formula to each row, and check if the products are categorised correctly.

#### **Submission:**

* A completed Pivot Table summarising sales by county and product.
* A new column in the dataset categorising products by sales volume using the SWITCH function.
  + Please paste your completed work below

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| Print screen 1 |  |

# Day 3: Task 3

Please download the dataset ‘Day\_3\_Task\_3\_Bike\_Sales\_Visualisations\_Lab.xlsx’ from [here](https://justit831-my.sharepoint.com/:x:/g/personal/danpe_justit_co_uk/ESeJLtyZhYxIpZXluVywvvkBxgx2EtpPUzmxLCzQBGTKNQ?e=naSu4B).

The lab instructions can be found [here.](https://justit831-my.sharepoint.com/:b:/g/personal/danpe_justit_co_uk/Ec1IWsNPl_ZMuaSbNcaLyVcByy3JcZaQgoG1FeFwO9neRQ?e=6lsJG1) Do not worry if you do not complete the lab, just working with data and playing with the charts will be good experience.

Please paste your results below:

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| Print screen 1 |  |

# Day 4: Task 1

You have been asked to deliver your analysis findings to the board of directors, with your analysis you have identified that customers are leaving your company at the 12-month point, this is typically when they receive their renewal price.

Conduct research and complete the below questions:

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| How would you prepare for the delivery? | Practice and rehearse the presentation multiple times, focusing on delivery, timing, and transitions.  present to friends or colleagues and ask for feedback to gain constructive insights and make necessary adjustments.  Prepare for the Venue: Technical check to ensure all equipment functions correctly and familiarize yourself with the presentation space.  Backup Plans: Have contingencies for potential technical issues. |
| What tools would you use for the delivery? | Powerpoint |
| What is prospecting and why would you complete this before your delivery? | Rehearsing your presentation builds confidence, leading to a smoother and more persuasive delivery, minimises the errors and enhances the quality of your presentation. |
| Tell me best practices for public speaking and providing updates to senior leaders | 1.Present the most critical information at the beginning. followed by supporting details.  2.Structure the content around key points to enhance memorability and impact.  3. Prepare thoroughly:  Rehearse extensively: Practice the delivery multiple times to build confidence and ensure smooth transitions.  Memorize Key Sections: Know the opening, main points, and conclusion thoroughly to maintain a strong connection with the audience.  4. Engage with Confidence: Monitor Feedback: Be attentive to audience reactions and adjust your delivery as needed to maintain engagement.  5. Provide Clear and Actionable Updates:  Highlight Achievements: Share recent successes and their impact on organizational goals.  Present Upcoming Initiatives: Inform leaders about future projects and their expected benefits.  Suggest Innovations: Propose new ideas or improvements to demonstrate proactive thinking.  6. Anticipate Questions and Challenges: prepare responses and think ahead about potential questions or concerns and formulate clear, concise answers.  Manage Anxiety: Utilize techniques such as deep breathing and positive visualization to stay calm.  Be Genuine: Authenticity fosters trust and credibility with the audience. |
| What will you show the board in your delivery? | Slides, statements, sheets, and charts. |
| How will you articulate the changes that are needed? |  |
| Provide a list of online resources and videos that will support your preparation for public speaking | YouTube Channels  1.MasterTalk  2.Public Speaking Training Series  3.Public Speaking for Beginners  4.Public Speaking Tips for Beginners |
| Evaluate tools that provide visualisation.  Tell me what they are.  Tell me what you would choose when delivering your presentation and why | Tableau, Excel and Power bi  Power bi because its more powerful. |

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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:

Entesaar Sharif

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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.**