Level 4 Diploma in Computing

Skills for computing

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Expected candidate time allocation: 35 to 40 hours

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Programmed /qualification name: Skills for computing

Student declaration:

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I can confirm the following details**:**

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Centre Name   **: Daffodil Institute of IT**

Module Name   **: Skills for computing**

Assignment title   **: Skills for computing**

Number of Words   **: 1446.**

I confirm that this is my own and that I have not plagiarized any part of it. I have also noted the assessment criteria and pass mark for assignments.

Due Date   **: 25-07-2014.**

Student Signature   **:**

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Contents

Introduction

I am the manager of an IT department for a mobile (cell) phone network operator. The company consists of 50 retail stores and a head office all in the UK. The Company has a website but it is outdated as well as has limited functionality. The company has decided that they need to create a new website. As an IT manager of the mobile (cell) phone network operator, I have to present a complete report of my plan to the senior management group to receive the money available. The senior management team has sanctioned a budget of £55,000 for the project.

Task-1

Plan

Planning is usually interpreted as a process to build up a technique to achieve preferred objectives, to solve problems, as well as to make possible action. A project plan, according to the Project organization corpse of information, is an official, accepted text used to point both project implementation and project control. A project plan might be summarized or detailed.

Planning of the IT department

Now I am discussing my project plan including these,

- come across away the problem explanation
- Evaluate the result according to the achievement criteria
- detection of collection criteria
- Analyze the problem
- plan potential solution
- Choose the top well resolution.

Figure No: 1

Problem solving process

Simplex is a dominant advance to create problem-solving. It is appropriate for project as well as organizations of almost any scale. The process follows an eight-stage cycle. Upon completion of the eight stages you start it again to find and solve another problem. This helps to ensure continuous improvement. Stages in the process are:

- Problem finding.
- Fact finding.
- Problem definition.
- Idea finding.
- Selection and evaluation.
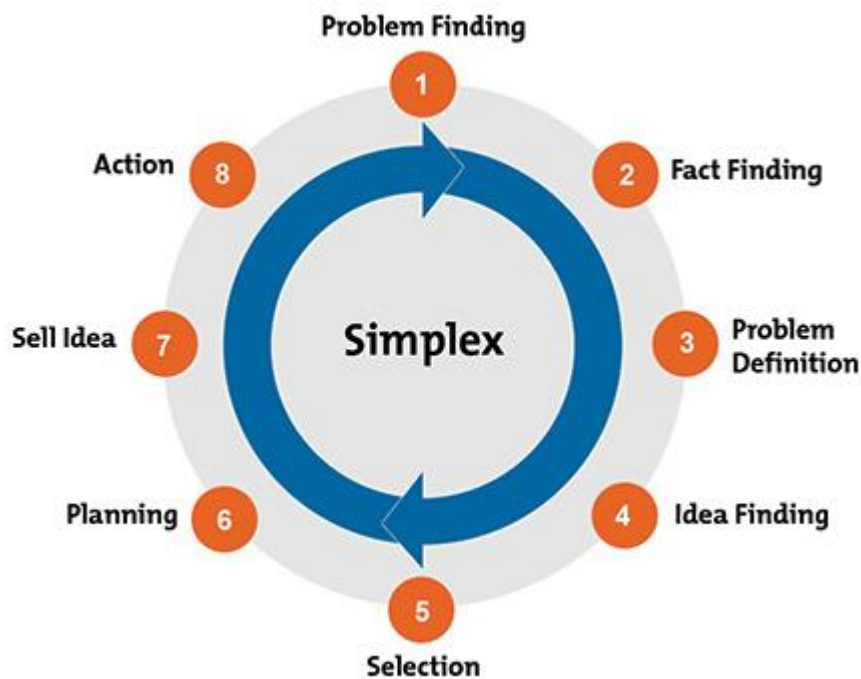- Planning.
- Selling of the idea.
- Action.

Figure No: 2

Understanding the context

In the direction of identifying the problem at first we include to realize the present situation of Visiting the stores of mobile (cell) phone network operator. The essential thought on the Visit the stores of mobile (cell) phone network service provider, found beginning the scenario are as flows'-

Name of context	Name of system
1. Name	IT department in a company.
2.Type	mobile (cell) phone network operator
3. head office all in the	UK
4.Head office	One
5. Retail stores	50 retail stores
6.Sales Advisors	4 sales advisors
7.Technical Advisor	1 technical advisor
8.online payment	Pay their bills securely online.
9.website	one

Table No: 1: table of basic analysis the system.

At the present as for every requirement of the company to begin with a new IT system has to purchase as well as train a group of staff to train the new staffs all over the retail stores.

What to do

- Price managing used for training they enclose have a rest of the staff of every one store by using the latest system.
- Present a schooling to train a group of staff by the latest system.
- Feature plan to get a new website with budget as well as additional analysis.

Get a new website

↓

Train an 8 staff grouping

↓

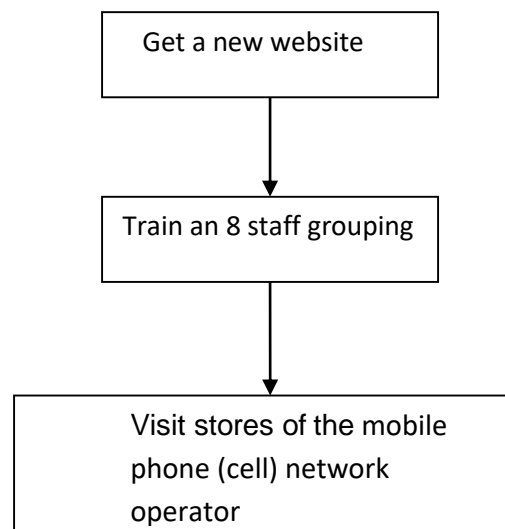Visit stores of the mobile phone (cell) network operator

Fig: 3 problems identified

Starting the over figure, it is understandable to the problem can top secret into three most important farm duties-

- Train to 8 staffs grouping
- Visiting the stores of mobile (cell) phone network operator as well as train the staff
- opening a new website system created

Condition/Boundaries

- Training quality: staffs must be trained.
- Technology: new website is created
- Performance: must give better performance
- Security: online payment
- Costing: total allocated a budget of £55,000

System criteria identification

Selection criteria for new website system:

- Criteria A: Performance: The latest systems have to achieve improved then they offer one
- Criteria B: Security: system should be secured
- Criteria C: Technology have to be the newest
- Criteria D: Costing of the latest classification is not so high.

Selection criteria for trainer selection

- Criteria A: professionalism: training is supposed to be qualified
- Criteria B: length: length of the training time
- Criteria C: Costing :costing should be not so high

Selection criteria for contact process

- Criteria A: costing should be not so high
- Criteria B:easy to communication
- Criteria C: easy to share information

Selection of new IT system

Used for choosing the new IT system a variety of new system has been watched on the basis of the criteria.

Many people prefer new IT system because they have more control over that kind of software. Others like new IT system because it helps them to be better programmers. If we think the system uses the newest technology or not, than shrink-wrapped and custom software will be correct choice. In that case shrink-wrapped as well as custom software is more preferable. According to the presentation, Custom software can be changed According to the condition Mobile phone network operator. Also situation analysis is the stage by analyzing the previous system as well as it helps to have the improved presentation than the previous one. Now we shall mark out of 5.

	Criteria A	Criteria B	Criteria C	Criteria D	Total
Other system	2	3	2	3	10
Latest technology use	2	2	3	2	9
New website system	3	4	4	4	15

Table No: 2 table of selection for new IT system.

Selection of trainer selection

In create of training, if the mobile call operations a trainer as of distant to include authority training they contain to disburse a vast quantity to their trainer. So as to earnings price will be also elevated. Condition we control training starting in residence staffs after that price determination be low down other than the point of professionalism will be down mark as well as training will be lengthy. Once more, if we bring trainer as of some professional trainer on or after anywhere we will gather the latest system than it can rate higher than the home trainer rate but serve with improved professionalism as well as length. Now we shall mark out of 5.

	Criteria A(professionalism)	Criteria B(length)	Criteria C(Costing)	Total
Trainer of distant country	2	1	2	5
Trainer of the website project	4	4	4	12
Training by the residence staff	3	2	3	8

Table No: 3: table of selection for training.

Now we shall mark out of 5.

Selection criteria for contact process

	Criteria A	Criteria B	Criteria C	Total
phone	2	3	3	8
Skype	3	4	4	11
mail	2	1	3	6
Face book	2	2	3	7

Table No: 4: table of contact process.

Skill distribution

Option-1: presentation: having presentation skill of new staff is very important matter.

Option-2: talent: having talent of the staff increase speediness the activity of the institution.

Option-3: practical: senior management will observe the activity of the new staff.

Option-4: qualification: management will ensure the qualification of the new staff either they are qualified or not. Now we shall mark out of 5.

	Criteria-A	Criteria-B	Criteria-C	total
Option-1	3	4	3	10
Option-2	3	2	2	9
Option-3	4	4	3	11
Option-4	1	1	2	4

Table No: 5: table of skill distribution

Report and information resolution

Collection of latest IT system

In the midst of the new it system, we include originate so as to new it system as well as customer system will meet the maximum criteria of the stores of mobile (cell) phone network operator. In case of other system, it will be difficult to manage the system by residence staff so as to causes extra maintain change. So far from, my point of view and from the analysis we can ask for customer software solution for the latest IT system.

Collection of trainer

In Accordance with the investigation, we observe so as to trainer of the IT system solid is the most excellent –well training classification for the stores of mobile (cell) phone network operator.

Skill distribution

Previous every one trained staffs will be divided in to 4 groups. In the middle of them two group starts to train the retail stores and two starts another retail stores then it resolve be the top selection for distribution skill.

Summary solution

Most important price offer have known below-

Type	Description	Cost(£)
Latest IT system	Custom software	£24000
Training for 8 employee	Trainer on or after IT project	£10000
contact process	Phone, mail, sever cab, face book	£10000
Skill distribution	Presentation, practical	£4000
Problem solve	used for immediate treatment	£7000

Table No: 5: table of summary solution.

Conclusion

The over information discuss on the present problem faced by the IT department for a mobile (cell) phone network operator. the condition of the mobile (cell) phone network operator was purchased a new IT system, organize training for 8 person team in the head office, as well as finally give out the training to all retail stores of mobile (cell) phone network operator. In the problem meaning part the problem has been identified as well as after those selection criteria for choosing the greatest well.

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