# Knowledge Assessment

## Information Technology – Hornsby Campus, TAFE NSW Semester 2, 2022

## Criteria

### Unit code, name and release number

ICTSAS527 - Manage client problems

### Qualification/Course code, name and release number

ICT50220 | Diploma of Information Technology

## Student details

### Student number

880785673

### Student name

Neha Sagade

## Assessment declaration

* This assessment is my original work and no part of it has been copied from any other source except where due acknowledgement is made.
* No part of this assessment has been written for me by any other person except where such collaboration has been authorised by the assessor concerned.
* I understand that plagiarism is the presentation of the work, idea or creation of another person as though it is your own. Plagiarism occurs when the origin of the material used is not appropriately cited. No part of this assessment is plagiarised.

### Student signature and date

Neha Sagade

01/11/22

Version: *1.0*

Date created: *4 November 2021*

Date modified: *10/11/2022*

For queries, please contact:

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*Location: Parramatta*

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This assessment can be found in the: [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

|  |  |
| --- | --- |
| Assessment details | Instructions |
| **Assessment overview** | The objective of this assessment is to assess your required knowledge to ensure the management of client relationships for ICT support services |
| **Assessment Event number** | 2 of 2 |
| **Instructions for this assessment** | This is a written assessment, and it will be assessing you on your knowledge of the unit.  This assessment is based on a scenario and you will be asked to complete a number of multiple choice, ranking and selection questions.  This assessment is supported by the following:   * Assessment feedback |
| **Submission instructions** | On completion of this assessment, you are required to submit it to your assessor for marking.  It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment all questions must be answered correctly. |
| **What do I need to provide?** | N/A work is completed online |
| **Due date/time allowed** | **Thursday, 27 October 2022**  You will have two (2) attempts to complete this assessment.  This assessment is completed outside the classroom. |
| **Assessment feedback, review or appeals** | Appeals are addressed in accordance with [Assessment Guidelines for TAFE NSW](https://staff.tafensw.edu.au/documents/2017/11/assessment-guidelines-v02.pdf/). |

Please refer to the following scenario carefully and answer the following questions.

### Questions

1. Select the best practices for Quality Assurance.

| Answer choices | Indicate with ‘X’ |
| --- | --- |
| Create a robust testing plan and environment | X |
| Determine release criteria carefully | X |
| Take care of security and performance by deploying expertise in these areas | X |
| Allocate less time for each process |  |

- Correct

1. Select the components of a Service Level Agreement (SLA).

| Answer choices | Indicate with ‘X’ |
| --- | --- |
| Agreement Overview | X |
| Stakeholders | X |
| Service Agreement | X |
| Goals and Objectives | X |

- Correct

1. Match the following organisational structures with their definitions

| Structure | Select Letter | Description |
| --- | --- | --- |
| Functional Organisation Structure | D | 1. Management is decentralised eliminating the need of a manager and putting up with different managerial styles and work around them |
| Flat Organisational Structure | A | 1. Grouping people into functional teams of specialisation, and then separates them into divisional projects or products |
| Divisional Structure | C | 1. The teams are based on products or projects that meet the needs of certain type of customer |
| Matrix Structure | B | 1. People doing similar tasks are grouped depending on their speciality or expertise |

- Correct

1. Match the following Hardware and software features with the examples.

| Features | Select Letter | Description |
| --- | --- | --- |
| Hardware features - wrong | D | 1. Data storage devices, EFTPOS systems |
| Software features – wrong | C | 1. Computer Programs and cloud Subscriptions |
| Hardware capability variation – wrong | A | 1. Adobe creative cloud is used for multimedia development purposes whilst office 365 is used for common office utility requirements |
| Software capability variation | B | 1. If the company is in games development, then they may have certain needs for their CPU as compared to a computer that is used for general admin purpose |

- Three wrong answers

1. Think about the statement/s (in terms of client support) carefully and indicate **True** or **False.**

| Statement | True or False |
| --- | --- |
| The more you engage and involve your stakeholder, the more you will reduce and uncover risks that affect your projects/products. | True |
| The level of involvement usually should not be decided based on their decision-making ability but on their influence to reduce risks with their increased involvement. | False |
| SLA can be signed between companies and external vendors or even between two departments within an organisation. | True |

- Correct

1. Indicate the correct order for each of the SLA steps

|  |  |
| --- | --- |
| Steps/Process | Order |
| Define your SLA scope. | 1 |
| Establish change control in IT SLA. | 5 |
| Set response and resolution times. | 2 |
| Monitor performance and measure compliance. | 4 |
| Create ownership and escalation points. | 3 |

- Correct

## Assessment Feedback

*NOTE: This section* ***must*** *have the assessor signature and student signature to complete the feedback.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor Feedback

Was the assessment event successfully completed?

If no, was the resubmission/re-assessment successfully completed?

Was reasonable adjustment in place for this assessment event?  
*If yes, ensure it is detailed on the assessment document.*

Comments:

Some answers are partially incorrect. One resubmission is allowed to fix the errors.

### Assessor name, signature and date:

**Nirmal Chowdhury | 10 November 2022**

### Student acknowledgement of assessment outcome

Would you like to make any comments about this assessment?

### Student name, signature and date

***NOTE: Make sure you have written your name at the bottom of each page of your submission before attaching the cover sheet and submitting to your assessor for marking.***