

R O N S

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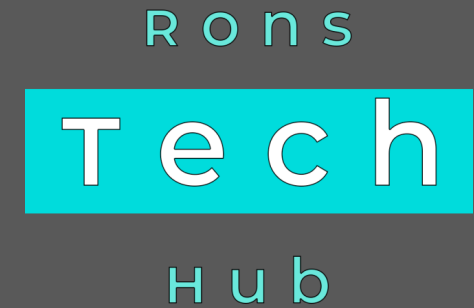
Hub



BTEC Level 3 IT

Unit 14 – IT Service Delivery

Unit 14 Introduction



- The name is Unit 11 IT Service Delivery
- This is a 120 guided learning hours unit.
- Like Unit 1, Unit 2 and Unit 11, this is a big unit.

Assessment Outcomes



Demonstrate knowledge and understanding of IT service-delivery related facts, terminology, standards, concepts and processes.



Apply understanding of terminology, information technologies and procedures to explore outcomes and find solutions to IT service delivery problems.



Analyse data and information; recognise patterns, correlations and connections in order to solve IT service delivery problems and predict outcomes.



Evaluate technologies, procedures, outcomes and solutions to make reasoned judgements and make decisions about IT service delivery.



Be able to design an IT service delivery solution for an organisation with appropriate justification.

What I Will Do

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I will not be able to teach all the pre-exam content.



I will go over general exam sections.



I will give as much context as possible when explaining anything.



Free Resources - BTEC Website

- [BTEC Level 3 Information Technology Main Website.](#)
- You can find everything you need for exam preparation here.
- Past Exam Papers.
- Specification.
- I will put these in the description.

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Resources

Specification



[Specification Document.](#)



The specification is the outline for the entire unit.



It tells you everything you need to know from start to finish.



Show the specification.

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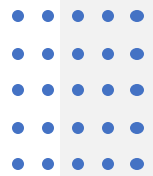
The Exam

- This will be set task by Pearson.
 - I will be going over the 2021 Paper.
 - The exams are 8 hours.
 - You are allowed to take notes into the exam.
-

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Exam Submission

- You will need to create a folder with your details.
- You will need to submit files as PDF.
- I will show how to export these files.



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Exam Sections



Activity 1: Strategy.



Activity 2: Catalogue.



Activity 3: Solution.

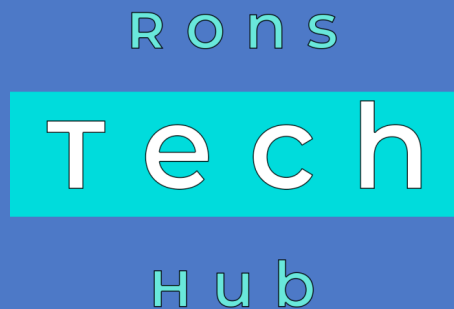


Activity 4: Evaluation.



Activity 5: Implications.

Set Task Brief



- You get some of this before the actual exam.
- I will read this and again give as much content as possible.
- I will try to highlight things I think are important.

- https://midkentcollege-my.sharepoint.com/:p:/r/personal/ronald_grant_midkent_ac_uk/_layouts/15/Doc.aspx?sourcedoc=%7B092220E4-5B50-461B-B493-BAC7873F1EA6%7D&file=14.2%20Part%20A%20-%20The%20Research%20Task%20-%20V4.pptx&action=edit&mobileredirect=true

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Exam Notes

- You get 3 hours to make your notes.
- You can use a single piece of A4, back and front.
- OR.
- Two A4 pieces single sided each.
- I suggest using a single A4, type the notes, this will fit more.

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Exam Notes

- You are going to get **some** of the scenario to read.
- Your knowledge from Unit 1 and Unit 11 will come in handy here.
- You will NOT see Part B before the day of the exam.
- I will show how I would do the research and give as much context as possible.

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Exam Notes

- Short form notes.
- Bullet points is what I would strongly suggest.
- Bullet point some information and expand as you need to.
- You make the notes and give them to your teacher/examiner.
- You will get them back on the day of the exam.

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On The Exam Day

- You get the full scenario on the day of the exam.
- Like with Unit 11 you get templates to fill in.
- You will make use of your notes.

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Activity 1

IT Strategy



A strategy is a plan of action.



Before you start I would look at Part B closely.



See what information is here now, versus, was not given to you before.

Activity 2: IT Catalogue.



A catalogue is list of items.



An IT service catalogue would then be a list of IT items, hardware and software.



Here you will put the plan together.



The hardware and software that will help you solve whatever problem there is.



Activity 3 – Service Solution

- You have the plan; this is the why?
- You have the items; this is the what?
- Now this section is where you put the two together.
- This is how.

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Activity 4

Evaluation

- An evaluation is the making of a judgement.
- Was your solution good for the business?
- If it was good or bad explain why?
- How did your solution benefit the business?
- You will also do comparisons to alternatives.



Activity 5 - Implications

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What are the possible outcomes based on the solution.



Whether it be good or bad.



Your solution should not stop the company from making money through its day-to-day operations.



There are other factors to consider.

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2021 Exam Paper and Context

Read the paper and give context.

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Activity 1

IT Strategy



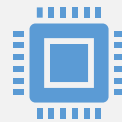
A strategy is a plan of action.



Your strategy needs to be tailored to the business in the scenario.



Do NOT use generic answers.



For example: Do not give an admin company gaming machines.

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Template?



- There is a template for the strategy.
- You should use this and ideally NOT alter it too much.



Outline_Service_Strategy

What Is Needed?



We need to look at both the needs of:



The company/the people YOU are working for.



The clients/people who might hire or use the company.

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Template Look

This is what the document looks
like.

IT Service Delivery Activity 1 – Outline IT service strategy

Name	
Candidate Number	
Centre Number	
Date	

Organisation

Organisational Needs	
IT Service Requirements	Explanation of priority (high, medium or low)

Customer Needs	
IT Service Requirements	Explanation of priority (high, medium or low)

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Good
Designers



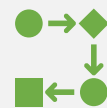
We need to plan for the now.



We need to also plan for the future.



Your solution should be somewhat scalable.



Scalable meaning it should be able to do more things later on.

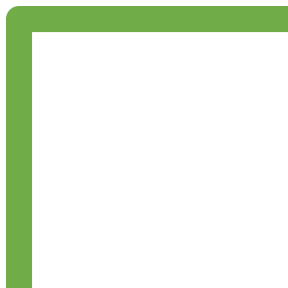
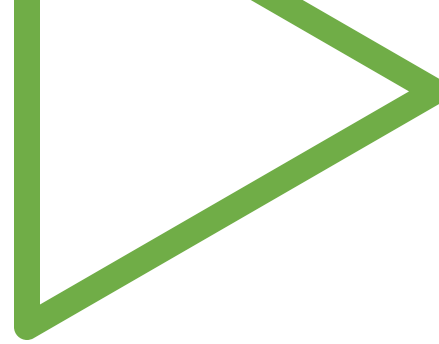
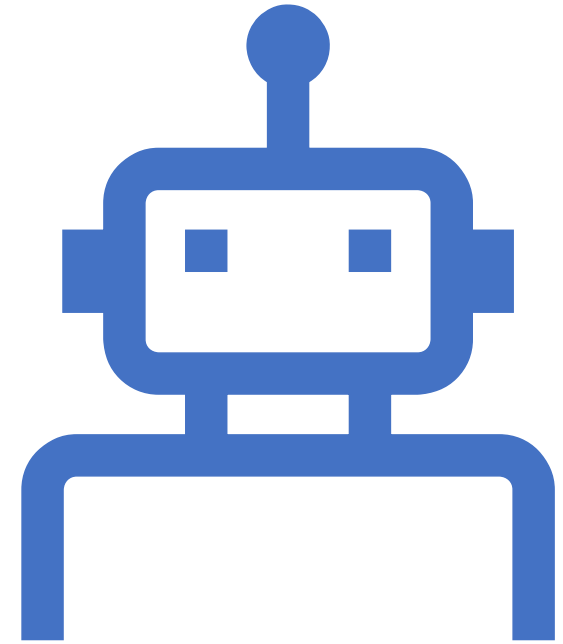
Plans For Now and Plans For The Future

- REPEAT: You need to account for the business.
- Think of what the business needs to be able to do, the things they need to do it and how important those things are.
- RPEAT: You need to account for the clients.
- Think of what the clients need to be able to do, the things they need to do it and how important those things are.

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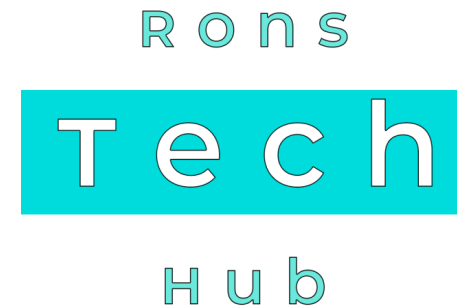
T e c h

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Business Strategy and Client Strategy

- These are the things to consider for both categories.
- Hardware.
- Software.
- Network.
- Legal/Legislations (Health and Safety, Computer Misuse etc.).





For Each Piece Of Hardware

- Think about what is needed.
- Think about why it is needed.
- Think about the importance of this device based on the scenario.
- Stick to a simple system: low, medium and high.
- Explain why that priority level: why is low, medium or high?

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Repeat The Process For Each Category.



Hardware.



Software.



Network.



Legal, Moral and Ethical.

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T e c h

H u b

Software Requirements

- Think about what is needed.
- Think about why it is needed.
- Think about the importance of this software based on the scenario.
- Stick to a simple system: low, medium and high.
- Explain why that priority level: why is low, medium or high?

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Network Requirements



Think about what is needed.



Think about why it is needed.



Think about the importance of this network device based on the scenario.



Stick to a simple system: low, medium and high.



Explain why that priority level: why is low, medium or high?

R O N S

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Legal Requirements

- Think about what is needed.
- Think about why it is needed.
- Think about the importance of this legislation based on the scenario.
- Stick to a simple system: low, medium and high.
- Explain why that priority level: why is low, medium or high?

Be Fixated With The Scenario

- REPEAT: Everything you choose must be linked back to the scenario.
- A game design company would need more powerful PCs compared to an accounting firm.
- A bank would need better protection compared to a small office.
- An online shop would need multiple ISPs compared to an office with five people.



Activity 2 **Tech**

IT Service Catalogue

- A catalogue is a list of things.
- Think of the old Argos catalogues.
- This will be a list of IT "things" needed.
- "Things" can be hardware or software.



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IT Service Catalogue?

- This is the main reason you were allowed to research.
- Here you will need to be specific with hardware and software names.
- If you said that a 3d printer was needed.
- What make and model of 3d printer did you choose and **why**.
- Only put items here that make sense based on the scenario.

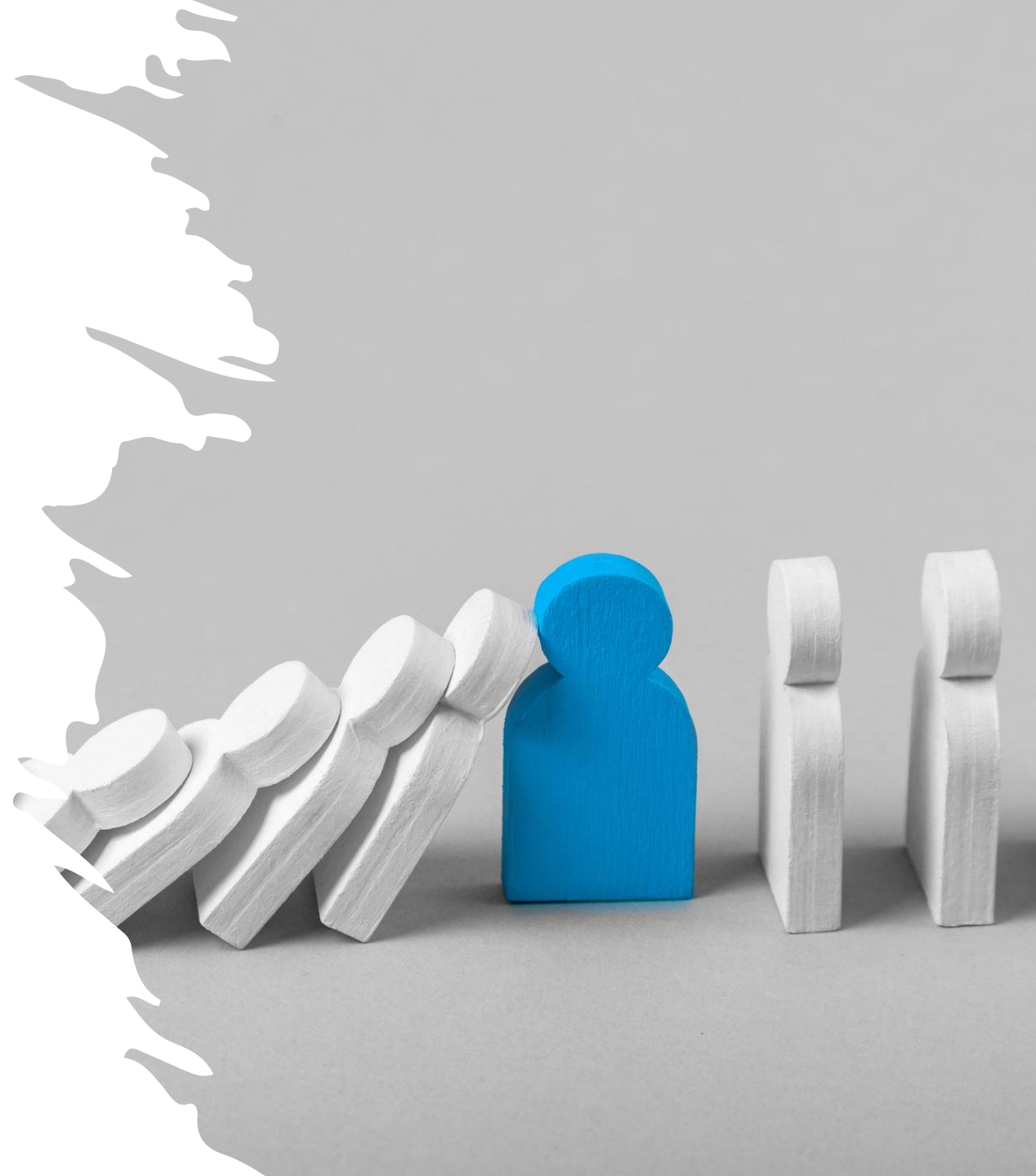
Features and Characteristics Of IT Services

- Manufacturing Of Products.
- Supply Chain Management.
- Marketing and Sales.
- Customer Relations.
- Resource Management.
- Staff Recruitment.
- Staff Management.
- Support and Financial.

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Features and Characteristics Of IT Services



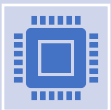
Those are the main areas in which IT services are needed.



Nine is way too much to focus on for the exam.



Pick out the relevant ones for your scenario.



If my company is a game development company I might need: Manufacturing of Products, Marketing and Sales, Support and Financial.

Template Sections

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- Function.
- Service Name.
- Service Description.
- PS: Information MUST be linked to the scenarion you were given.



Template Section: FUNCTION

- You can break this down into the types of people in the company.
- The owner/s.
- The manager/s.
- The store assistant/s.
- Each person will do different things. Some will have more privileges than others.

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Template Section: FUNCTION

Owner

The owner functions are:

- Hires staff
- Manage staff rotas
- Markets restaurant
- Manages and update the website

Host

The host functions:

- Meet and greets customers
- Record bookings
- Record customer bookings and gives it to the kitchen
- Add up money taken at the end of the night
- Manages and train new staff

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- Be sure to read carefully and highlight the types of people present in the company and what their tasks will be.
- This is from an examiners report.

Template

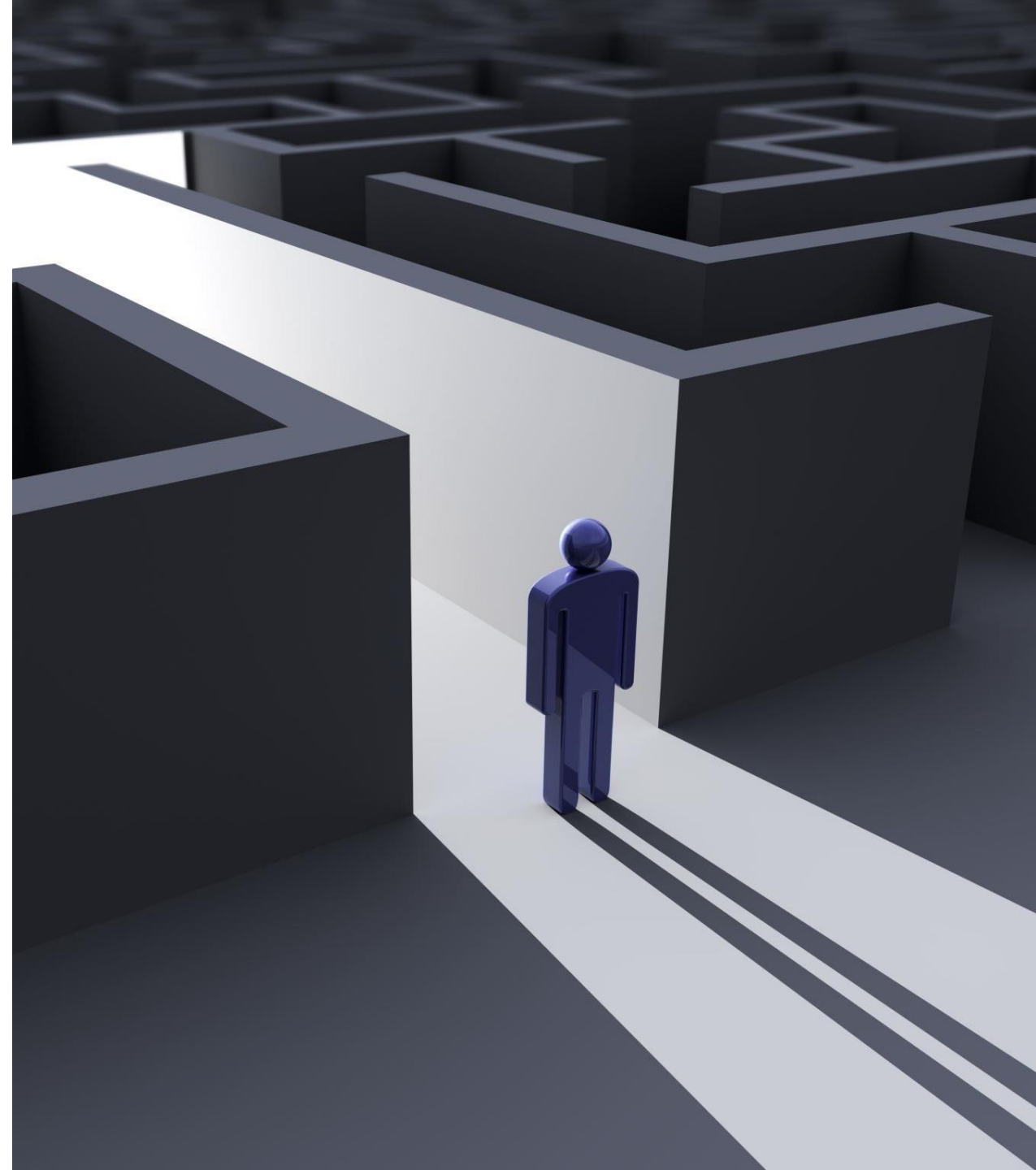
Section: **FUNCTION**

- Simply put.
- Who the person is.
- What they need to be able to do.

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Template Section: **SERVICE NAME**

- After you have identified the person and what they need to do.
- What will they use to carry out that action?
- Hardware the person will need to do the action.
- Software the person will need to do the action.

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Template Section: SERVICE NAME

- Taken from an examiners report.

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Hardware that owner will need

- Computer monitor
- Keyboard
- Mouse
- Smart Phone
- Printer

Software that owner will need:

- Microsoft Office 365
- Word
- PowerPoint
- Excel
- Access
- Email server
- Web server
- Filer server

Template Section: SERVICE DESCRIPTION

- Explain why each piece of hardware is needed.
- PS: For desktop computer I would bundle mouse, monitor and keyboard.
- Desktop Computer (with mouse, monitor and keyboard).
- It is a given that these things are needed.
- If it is a laptop, you can leave this out.



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Template Section

SERVICE DESCRIPTION



Computers will be used by the owner to buy items from retailers.



Read and reply to emails.

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Create rotas for the staff members.

H u b



Create flyers for promotion.



Create and manage the client and employee databases.



PS: TAILOR TO YOUR SCENARIO.

Activity 3 – Service Solution



We have done the what.



We have done the why.



Now we need to do the HOW.



What needs to be done exactly.



There is no template for this section. You can decide. Once it is logical.

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IT Service Solution Section



There are a total of three main sections.



You can have sub sections if that works for your scenario.



Hardware and Software Requirements.



Data and Information Requirements.



Managing Infrastructure and Users.

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Hardware and Software Requirements



The hardware and software highlighted previously.



Explain who is going to need what (hardware and software)



Explain how they are going to be used.



This is most likely a network diagram.



Use **PowerPoint*** or Visio.



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Hardware and Software Requirements

- Look at the previous network diagram.
- Make a list of all the stakeholders (people involved).
- Make a list of every piece of hardware.
- Make a list of every software and or program they might need.
- Know how the hardware need to be connected and software need to be used.

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Data and Information Requirements



Each person will need to carry out specific actions.



Those actions will need either hardware or software.



For each action that needs to be completed:



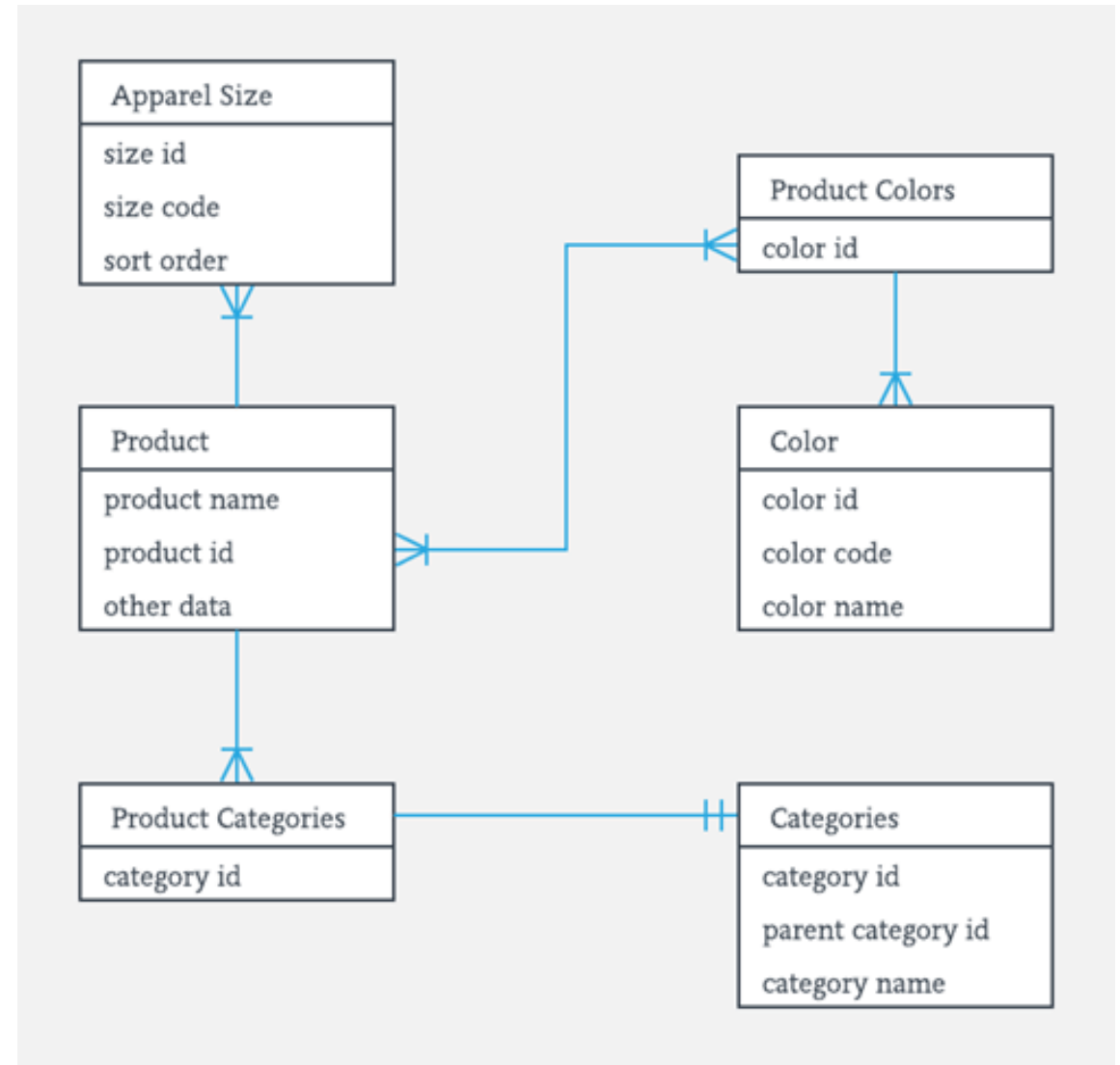
Who does it?



What **data/information** is needed?

No Right Or Wrong Way

- The examiners have not stated exactly what needs to be done for this.
- The examiner's report (2021)has shown an Entity Relationship Diagram.
- [Google Search: Entity Relationship Diagram.](#)



Programs To Use?

- Microsoft Visio or any design/diagram program will come in handy here.
- PowerPoint might work well.
- If not, possible I would use simple tables and say where those tables link.
- I will try to show both methods.

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ERD – Entity Relationship Diagram

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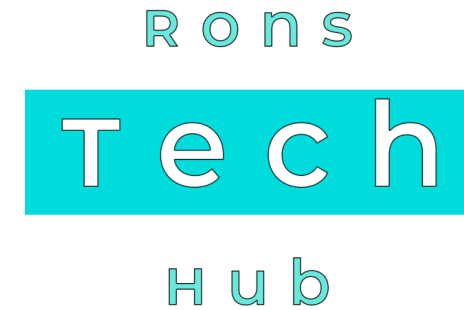
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- The person.
- The tasks they need.
- What data is needed for them to carry out that action.

Data and Information Requirements

- I am going to use a slightly different method.
- Look at 2021 examiner's report to see their example.
- I am going to keep it stupid simple.
- Person or thing. Their actions. Data and information they need.
Who or what else needs that data and information.



Data and Information Requirements

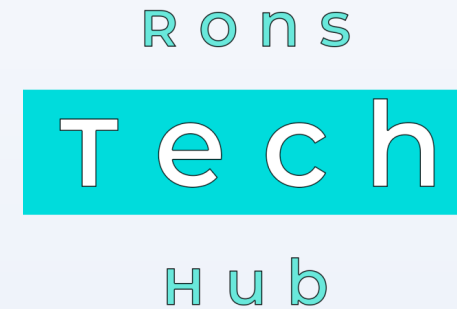
Person Or Thing: Owner

Information	Data
Staff	Staff Name, Staff Rota, Staff Contact, Staff Level.
Finance (Accounts)	Money In, Money Out, Staff Salaries.
IT	External Company Name, <u>Contractor Details</u>
Website	Orders Made, Orders Fulfilled, Complaints, Ratings, Bookings.

Who or what else needs the above information from the list of people? **Managers.**

Managing Infrastructure and Users

- Again, describing what each person OR thing does.
- Mention all legislation which needs to be considered.
- Give another list of all the hardware and software.
- This is a quick textual glance of the company infrastructure.
- The diagram is a pictorial description of the IT infrastructure.



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Activity 3



I will break into three separate videos.



One for the Diagram.



One for Infrastructure.



One for Data and Information.

Activity 4

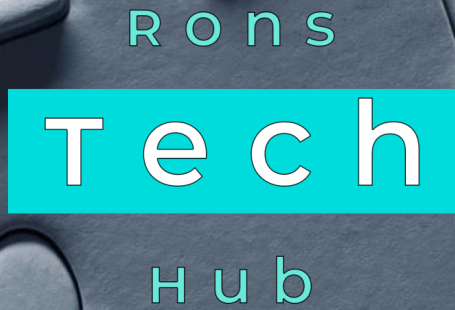
From The Examiners

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- The learners should compare the recommended system to the initial organisation requirements, consider if it will enable all staff to undertake their job roles, and if there are any limitations. Learners should ensure they evaluate the complete solution including future developments. Evidence relating to alternative solutions that could be used was weak in the work of many learners.

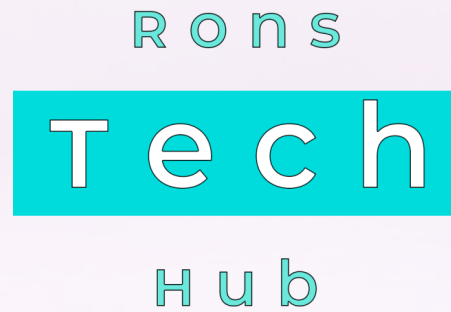


Activity 4 – Management Report

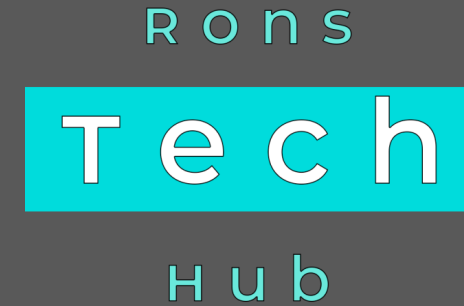
- Evaluate The Solution.
- What did they want/need?
- What did we give them?
- Possible alternatives.
- Future developments (example: they wanted a website; can we accommodate this?)

Activity 4 Layout

- PS: The solution should be for now and the future.
- Simple three stage layout.
- Appropriate?
- Alternatives?
- Justification.



Appropriate

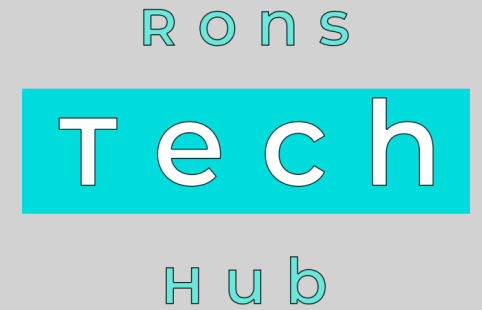


- Why do you think your solution was a good solution.
- This laptop is suitable as the owner and managers only need to do basic admin tasks.
- Why not a better laptop?
- Why not a worse laptop?



Alternatives

- What else could have be used?
- What else could have been done?
- The alternative would be to get a laptop with this spec. This would have been overkill as they only carry out admin tasks.
- Or this would have been too slow as some of the software they use need more RAM to run smoothly.



Justification



Why is the one you chose better than the alternative?



Hint: None are better in general; it is all based on the scenario.



This option was chosen due to price, portability and the fact the laptop could easily carry out the admin tasks while meeting all the recommended specifications for the software to be used.



Activity 5 - IT Service Management Implications



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There is a template for this activity.



Please use it.



You need to "*analyse the IT service management implications for Rodri's of the solution you have designed*".

Activity 5 What To Cover

Implementing	Implementing your solution and delivering the organisation's services and products.
Managing and supporting	Managing and supporting employees.
Managing and supporting	Managing and supporting the organisation's customers .
Managing	Managing the organisation's IT assets.



Activity 5, Things To Consider

- Constraints.
- Such as legal requirements.
- Security issues.
- Resource limitations.



Activity 5, Things To Consider

- Changes in the organisation's aims.
- Products and services.

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Activity 5, From Examiner

- Learners are required to analyse the implications of managing IT service delivery for the requirements of the organisation, by considering how the implications will affect the restaurant.
- Evidence demonstrating the solution's capacity to respond to change was weak in the work of many learners.

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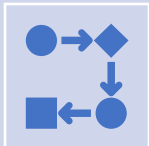
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Activity 5, Put Simply



Each of the things mentioned prior were headings for a report.



We are looking for possible problems here as well.



Things that will affect the business, employees, customers or infrastructure.

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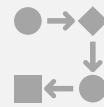
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Implementing
your solution
and delivering
the
organisation's
services and
products



What will happen when you do this?



What could happen after you have done this?



What needs to be considered before, during and after.



We look for weaknesses to try and lessen the impact of issues.

Managing and supporting employees

- What has been put in place to support staff.
- How have we made their work lives somewhat easier.
- E-learning.
- Teams.

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Managing and supporting the organisation's customers

- What has been done to help make customer's lives easier?
- What was done to ensure their data is secure?
- What legislations protect customers and their details.
- Website – menu, allergies, opening and closing times, offers, etc.

Managing the organisation's IT assets



Is contracting good now?



Will contracting be good after expansion?



Does it make sense to hire someone fulltime?



If you hire fulltime what are the implications?



More money, extra equipment.



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Ability to respond to changes in the aims of the organisation, and the products and services it provides

-
- Can Rodri change how the company operates with what you have done?
 - Can he grow?
 - Must he redesign everything or only some things?
 - If he gets bigger, website and/or app?
 - Can the current system tolerate more people working for him, more customers, more restaurants in other locations with website?

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Show the template.

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