T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

Digital Support

Assignment 2

Assignment Brief

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About this assignment

Introduction

This assignment will be delivered on set dates and times specified by NCFE and after the window for assignment 1.

The assignment will be completed under supervised conditions.

You must complete all tasks in this assignment independently. You are required to sign a declaration of authenticity to confirm that the work is your own. This is to ensure authenticity and to prevent potential malpractice and maladministration. If any evidence was found not to be your own work, it could impact your overall grade.

Internet access is available to allow you to install, configure and update operating systems, drivers and software applications. You are **not** permitted to use the internet for any other purpose, such as research. A copy of your browsing history must be submitted as part of your evidence for this assignment.

You have 5 hours to complete all tasks within this assignment. Each task has the following number of hours:

Task 1 = 3 hours (this task will be completed in one day).

Task 2 = 2 hours (this will be provided after completion of task 1 and be completed in one day).

Individual tasks must be completed within the timescales stated within each task, but it is up to you how long you spend on each part of the task, therefore be careful to manage your time appropriately.

Total marks available across all assignment 2 tasks = 30.

Details on the marks available are provided in each task.

You should attempt to complete all of the tasks.

Read the instructions provided carefully.

Take all photographs using the digital camera supplied by your provider. Use of personal mobile phones is **not** permitted.

Performance outcomes

This assessment requires students to:

PO1: Apply procedures and controls to maintain the digital security of an organisation and its data

PO2: Install, configure and support software applications and operating systems

PO3: Discover, evaluate and apply reliable sources of knowledge

Scenario

You are a digital support specialist who has been contracted to work for KJR Solicitors, a group of solicitors operating in North East England.

The client is setting up a second office in the Midlands, which is planned to open in 1 months' time. This office will handle human resources (HR), admin and customer service-related functions.

There are some business control techniques and processes in their North East office, however there are none in place for the second office.
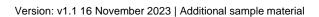
Apart from key employees, most employees have worked from home for the last 2 years to maintain systems. Employees are expected to transition back to the office on a hybrid working pattern, (3 days in the office, 2 days at home).

The client requires:

- your digital expertise in planning to support a future network

- your immediate support with preparing and installing a smaller network of computers in the new office location and mobile devices for any employee who requires a hybrid working environment

Since the installation, you have been contracted to work within the digital support team to help them deal with issues that have been raised through job requests.

In addition, you have also been asked to help an employee with their initial set up and installation.

Task 1: deal with job requests

Time limit

3 hours

You can use this time how you want but both parts of task 1 must be completed within the time limit.

(18 marks)

Student instuctions

Three job request forms have been passed to you for action. You are to read each of the 3 requests and take the appropriate action. You will be provided with a workstation already set up for each request. Your job is to complete each request and evidence each solution.

You also need to prioritise the requests in order and log each of them in the incident log (appendix 2).

You will also need evidence that you have completed each of the requests. Provide screenshots of your actions, along with key explanations for all decisions. For the mobile device, you can use screenshots to evidence completion of this task, or you can take a photograph of the completed evidence.

1(a) You must read the job request tickets and complete the incident log (appendix 2). You must prioritise the jobs, from most to least important. You will need to justify why you have prioritised the jobs in the order chosen.

(3 marks)

1(b) You are required to read the attached forms and take appropriate action, as you see fit. Update the Incident log to provide details of what you have done once completed, attaching screenshots/photographs with commentary as necessary.

(5 marks per job request = 15 marks in total)

You will have access to the following equipment:

- a workstation for jobs 10001 and 10002:
    - OS installed – full administrator rights
    - word processing software
- a laptop or emulator for job 10002 and 10003
- mobile device (tablet or phone) or emulator for job 10002 and 10003
- a USB storage device with a minimum of 16GB
- Wi-Fi connection
- business email address – login details already set up
- intranet software
- internet
- digital camera

Evidence required for submission to NCFE

The following evidence should be submitted:

- incident log (appendix 2)

- fault finding/issue evidence (screenshots (if using virtual machines) or photographs (if using physical machines/devices) along with commentaries)

- internet browsing history

Job No: 10001

Details:

Username	Jill Johnson	Time reported	16:30pm
Department	Legal Accountant	Date reported	19/12/2022
Tel. no	1616	Priority	
Email	jill.johnson@KJRsolicitors.co.uk	Technician	
Machine used:	Own laptop/company computer	Room	N/A

Fault/request

Jill works from home 2 days a week and has some concerns regarding transferring information from her desktop in the office across to her laptop for when working from home. Due to the nature of her role, she holds sensitive information about the organisation and its customers. If someone was to gain access to this information, it could cause significant reputational damage to both her clients and the organisation.

Jill uses USB storage devices to transfer information from her desktop PC to her laptop and the files, while small, contain detailed financial records of the organisation and clients. Her laptop currently is not connected to the network, and Jill takes the USB storage device home with her to put the information onto the laptop. Jill is not confident in the level of security the USB storage device has in case of loss, theft or damage.

Jill requires:

- the device to have a form of back-up that will help prevent the impact of a loss

- authorised suitable software installed, which will ensure that the device remains secure and can only be accessed by Jill, along with a method which will back-up her device to a suitable server to prevent any loss

- instructions on how to transfer information in a more secure method, to reduce the risk of sensitive data being lost

- cloud storage with two-factor authentication, to be set up appropriately on the device

- suitable collaboration software to be installed so that she can instantly message her colleagues on her workstation

Job No: 10002

Details:

Username	Athar Hussain	Time reported	Midday
Department	Administration	Date reported	18/12/2022
Tel. no	3031	Priority	
Email	Athar.hussain@KJRsolicitors.co.uk	Technician	
Machine used	Company computer	Room	N/A

Fault/request

Athar's desktop PC has developed a critical hardware problem and is no longer cost efficient to run and maintain. You have been tasked to provide Athar with a new desktop PC and to ensure that he is able to continue in his role. You should:

- ensure automatic updates are enabled

- ensure all current operating systems (OS), driver and application updates are installed to the current versions

- check Windows event log for any errors and address as required

As the old desktop PC may contain sensitive information stored on its hard drive, you will need to ensure you remove any information by removing any company and personal information in order to comply with General Data Protection Regulation (GDPR)/Data Protection Act (DPA) 2018.

This may include, but is not limited to:

- physical removal of any data storage devices

- correct wiping of storage devices, RAM and any other elements which may store information

- advise on the correct disposal of obsolete storage devices

Job No: 10003

Details

Username	Emrie South	Time reported	10am
Department	Customer services	Date reported	22/12/2022
Tel. no	3001	Priority	
Email	emrie.south@KRJsolicitors.co.uk	Technician	
Machine used.	Desktop PC	Room	N/A

Fault/request

Emrie works as part of the customer service team and will be based permanently in the office after the transition. Due to accessibility requirements, Emrie will need to have access to her own desktop PC which has been set up to accommodate her specific needs. Emrie has a visual impairment.

Company policy states that Emrie should be accommodated in her role in all reasonable ways, while still ensuring that access to email, intranet and corporate data is safeguarded.

Please download and install the relevant applications to her desktop, then set up and configure both the applications and her emails to meet the accessibility requirements.

As it is a desktop PC set specifically for her needs, could you check to ensure suitable security measures are in place to prevent unauthorised access when opening business email and VPN. Can you also ensure accessibility settings are adjusted and will not reset.

Task 2: create user instructions

Time limit

2 hours

You can use this time how you want but task 2 must be completed within the time limit.

(12 marks)

Student instructions

Based on the request submitted in task 1, Emrie South will require help to complete a display screen equipment (DSE) workstation assessment due to her transition back to the office. As stated in the previous task, Emrie has declared she has a visual impairment.

The company are aware that extended use of DSE can affect the health and wellbeing of employees, and the employee has declared she has a visual impairment.

You are required to create an instructional document which explains:

- why and how to carry out a DSE assessment, including peripherals, screen, software, furniture and environment
- how to notify IT of any issues

Note: Take into consideration accessibility settings, firstly in the creation of your instruction document and secondly in how to access features which will help with Emrie's declared visual impairment.

In addition, you need to create an instructional screen share video that demonstrates:

- how and when to recover files
- how to access and use email from the workstation
- how to use the workstation for accessing Wi-Fi, hotspot, Bluetooth and emails
- how to use accessibility functions that the user can take advantage of within their software

Apply your communication skills appropriately, using standard English. Use accurate spelling, punctuation and grammar. Consider your target audience.

You will have access to the following equipment:

- screen capturing recording software/equipment
- a workstation set up on the network with anti-virus software installed
- a mobile device or emulator with email installed
- Wi-Fi connection
- internet

Evidence required for submission to NCFE

The following evidence should be submitted:

- instructional DSE guidance document and explanation on how to notify IT of issues, and access the accessibility features on the chosen OS

- screen share (video file) for file recovery, using email and the mobile device

- instructional document on accessibility options available for the user

- internet browsing history

Document information

Owner: Head of Assessment Design

Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Additional sample material		01 September 2023
v1.1	Sample added as a watermark	November 2023	16 November 2023