T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

Digital Support

Assignment 2

Project 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 system, 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 have previously assisted a company by preparing and installing a set of computers and a mobile device. You have also supported a network.

Since the installation, the company have contracted you to work in their digital support team to help them deal with issues that have been raised.

You have also been asked to explain the set-up of a system to a new employee.

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)

Instructions for students

You have been given 3 job request tickets showing requests for action (pages 7 to 9). There are 2 workstation requests and one mobile device request. 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 need to prioritise the requests in order and log each of them in the incident log (appendix 2).

You will also need to give evidence that you have completed each of the requests. Provide screenshots of your actions and explain all your key decisions.

For the mobile device, you can use screenshots to show you have completed this task (or you can take a photograph of the completed evidence).

1(a) You must read the job requests tickets (pages 7 to 9) and complete the incident log (appendix 2). You must prioritise the jobs, from most important to least important. You will need to justify why you prioritised the jobs in that order.

(3 marks)

1(b) You are required to read the attached job request tickets (pages 7 to 9) 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 1499 and 1579:
    - Operating System (OS) installed – full administrator rights
    - word processing software
- a mobile device (for example, a laptop, tablet or phone) or emulator for job 1498
- a USB storage device with a minimum of 16GB
- WiFi connection
- business email address – login details already set up
- intranet software
- Internet
- a digital camera
- job request tickets (pages 7 to 9)

Evidence required for submission to NCFE

The following evidence should be submitted:

- incident log (appendix 2)

- fault finding/issue evidence (screenshots or photographs) along with commentaries

- internet browsing history

Job No: 1498

Details

Username	Emil Dubois	Time reported	4:05pm
Department	Sales	Date reported	9th September
Tel. no	3001	Priority	
Email	edubois@cleaning-supplies.biz	Technician	
Machine no.	Personal device	Room	N/A

Fault/request

The organisation has recently decided to establish a bring your own device (BYOD) policy and Emil has decided to use his personal tablet for his email as he feels that it will be easier to have portable access to his emails on a larger screen device than his phone.

Company policy does allow access to corporate email and intranet via the approved applications if suitable security measures are in place to protect corporate data.

Please can you download and install the relevant applications and set up and configure his business emails on the device.

Please download and install the relevant intranet application and set up and configure access on the device.

As it is his own personal device, could you check to ensure suitable security measures are in place to prevent unauthorised access when opening business email and intranet applications.

Job No: 1499

Details:

Username	Barbara Rothwell	Time reported	9:20am
Department	Sales	Date reported	10th September
Tel. no	3031	Priority	
Email	brothwell@cleaning-supplies.biz	Technician	
Machine no.	CS-DTP143	Room	N/A

Fault/request

Barbara's work PC is running slowly and takes approximately 15 minutes to switch on in the morning. Inspection showed that it is still running on a hard drive rather than an SSD. A technician has replaced the drive but has not had time to install Windows or configure the machine.

Could you please ensure that the machine has been configured correctly and the following items have been checked:

- OS installed and fully updated
- all drivers installed and fully working
- full testing of the machine to check all elements are working as they should
- identify any other potential upgrades that might be suitable for this machine
- full machine security check and resolve any issues found – including installation of any appropriate software to ensure the safety of the machine
- set up of Barbara's email, with anti-virus set to scan each email
- set up of appropriate shared drives

Job No: 1579

Details:

Username	Ashley Gregorio	Time reported	4:15pm
Department	PA to managing director	Date reported	17th September
Tel. no	3030	Priority	
Email	agregorio@cleaning-supplies.biz	Technician	
Machine no.	CS-LTP29	Room	N/A

Fault/request

Ashley's computer was not working properly so she asked a friend to look at it. The friend restored the computer back to factory defaults. Ashley has lost all her documents and applications that were installed. To resolve this, you will need to:

- remove any software from the computer manufacturer and configure this machine for our work domain
- install the necessary work applications that we use, including relevant security software
- restore her files from the network backup
- reconfigure her laptop to connect to the VPN for when she is out of the office
- map the network drives that Ashley uses.

Task 2: create user instructions

Time limit

2 hours

You can use the available time how you want.

(12 marks)

Instructions for students

A new employee has decided to use the company's bring your own device (BYOD) policy. Unfortunately, the BYOD policy is not detailed or sufficient enough to make sure that the company data is protected.

You are required to create an instructional document and explain:

- the importance of GDPR, and the steps that the user can take to protect company data
- the steps that you must take when you receive an email from an unknown source
- how to notify IT of any issues

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

- how to connect to the company VPN
- how to update the anti-virus and run a scan
- how to configure the anti-virus to scan automatically on a regular basis

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 installed
- a mobile device or emulator with email installed
- WiFi connection
- internet

Evidence required for submission to NCFE

The following evidence should be submitted:

- instructional documentation for what a user must do should they receive a SPAM email
- instructional document on how users should contact IT for support
- instructional screen share videos – VPN connection, anti-virus configuration and scanning
- internet browsing history

Document information

Owner: Head of Assessment Design