T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

Digital Support

Assignment 2

Assignment brief

NCFE

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Contents

About this assignment

Introduction

This assignment is set by NCFE and administered by your provider during a set 2 week window.

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 (POs)

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 client with preparing and installing a set of computers and a mobile device, alongside supporting a network at a food manufacturing company.

Since the installation, you have been contracted to work within the digital support team in order to assist with issue requests.

In addition, you have also been asked to communicate 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

A number of job request forms have been passed to you for action. You are to read each of the 3 requests and take the appropriate action. 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.

For each of the jobs, you will need to prioritise jobs in order and log each of the requests in the incident log (appendix 2).

You will also need to evidence completion of these requests in the form of screenshots to demonstrate your actions, along with any 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 are required to read the job requests and complete the incident log (appendix 2) to prioritise each of the jobs, from most important to least important. You will need to justify your reasons for prioritising each job in that order.

(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 mobile device (laptop, tablet or phone) or emulator for job 10002 and 10003
- a USB stick
- WiFi 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	Maria Jet	**Time reported**	3:15pm
Department	PA to managing director	**Date reported**	12/12/20
Tel. no	3030	**Priority**	
Email	mariajet@foodplus.com	**Technician**	
Machine no.	own laptop	**Room**	N/A

Fault/request

Maria is concerned as she does a lot of work from home and brings this work in on a USB stick; she is worried that she might accidentally carry in a software virus which she may have picked up from one of her teenage children downloading music and games from the internet.

She has also recently had a lot of emails with attachments from companies offering services and she is unsure as to whether they are reliable or not. She has opened some attachments to find out they are unsuitable and suspects they might harbour viruses.

Can you install authorised suitable virus checking software on her workstation in order to run a full scan of her USB stick, and also set this up so that it carries out a full virus check of her workstation at 8am every Monday morning. If you find a virus, carry out the necessary steps of removal.

In order to reduce the risk of personal data being lost, can you also create instructions for Maria about how to encrypt files on the USB stick, to prevent any future unauthorised access.

Maria also requires some suitable collaboration software to be installed so that she can instantly message her colleagues on her workstation.

Job No: 10002

Details:

Username	Sunil Koothrappali	Time reported	10:20am
Department	Sales	Date reported	13/12/20
Tel. no	3031	Priority	
Email	sunilkoothrappali@foodplus.com	Technician	
Machine no.	company computer	Room	N/A

Fault/request

Sunil is going to purchase his old company laptop which has now been replaced. We have already wiped and re-installed with Windows 10 to ensure the removal of any personal information to comply with GDPR and can confirm that all operating system software and applications have been provided with a full licence for staff personal use.

Before the computer is reissued, please can you carry out maintenance so that the reissued computer will run at its optimum speed, to include:

- ensure that automatic updates are turned on

- check the system for any OS (operating system) and application updates, and install if necessary

- check for any driver updates and install as necessary

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

- run the check disk utility on each machine to ensure that the hard disks have no major problems

Job No: 10003

Details

Username	Josh Pebble	Time reported	4:05pm
Department	Sales	Date reported	15/12/20
Tel. no	3001	Priority	
Email	joshp@foodplus.com	Technician	
Machine no.	mobile device	Room	N/A

Fault/request

Josh from the sales team wishes to use his personal mobile device to access email and company intranet.

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

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

Can you also 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.

Task 2: create user instructions

Time limit

2 hours

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

(12 marks)

Instructions for students

A new employee has joined the company to work within the HR department. The company are aware that extended use of DSE (display screen equipment) can affect the health and wellbeing of employees. The client has asked you to provide a demonstration along with suitable instructions on how to carry out a DSE workstation assessment, report issues to IT and operate the workstation and a mobile device effectively.

You are required to create an instructional document and explain:

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

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 mobile device for accessing WiFi, hotspot, Bluetooth and emails

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 DSE guidance document and explanation on how to notify IT of issues
- screen share (video file) for file recovery, using email and the mobile device
- internet browsing history

Document information

Owner: Head of Assessment Design

Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Post approval, updated for publication.		December 2020
v1.1	Branding and formatting final updates. NCFE rebrand.		September 2021
v2.0	Annual review 2023: Updates to evidence requirements	June 2023	19 June 2023
v2.1	Sample added as a watermark.	November 2023	20 November 2023