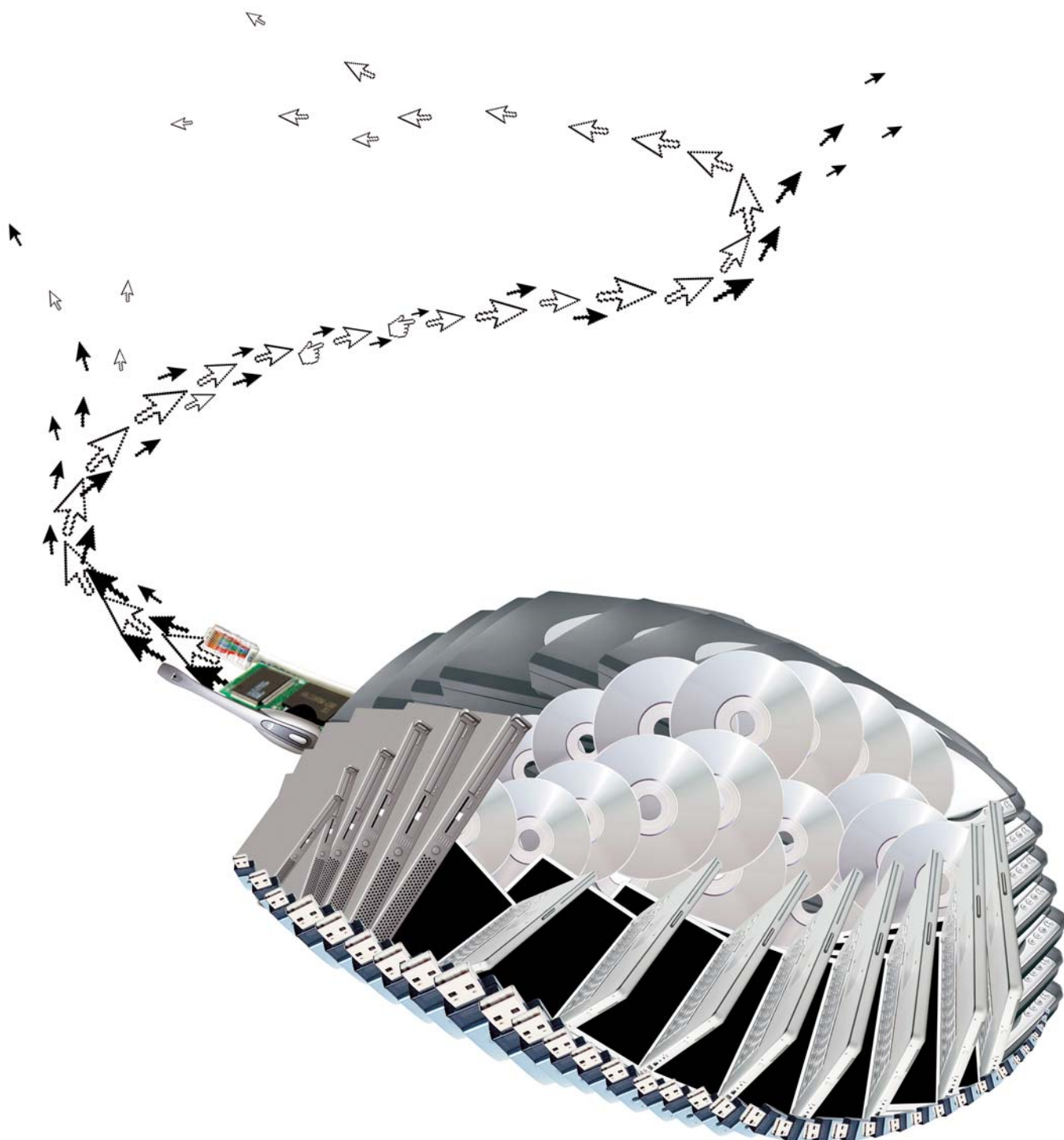


SPECIMEN PRELIMINARY MATERIAL

UNIT 7 - MANAGING TECHNOLOGY SYSTEMS





Level 3 Diploma Principal Learning

Information Technology

INF3U7/PM

Unit 7 Managing technology systems

Specimen Preliminary Material

To be opened and issued to candidates on (date) or as soon as possible thereafter.

INF3U7/PM

What you have to do

Read the following information and complete the **four** Research Tasks before attending the examination. Any notes you make on the Research Tasks **must** be made without the assistance of another student, or anyone else, other than your subject teacher(s)/lecturer(s). These notes are expected to be no more than **20 sides of A4**. Make sure your notes show clearly on the front your centre number, your name and your candidate number.

You must take your notes on the Research Tasks into the examination. You must hand in your notes at the end of the examination, attaching them **securely** to your answer booklet.

You must not take the first copy of this Preliminary Material in to the examination. You will be issued with a second copy at the start of the examination.

Your teacher/lecturer may teach to this Preliminary Material.

Teknografix Ltd is a multimedia production company with a growing list of clients. Set up only two years ago, they have three employees; a Director (responsible for sales, marketing, events and visiting potential customers), a Graphic Designer (who also has experience of animation) and a Video Editor.

Teknografix Ltd produce:

- graphic designs such as logos, leaflets and company stationery
- desktop publishing for a variety of clients
- videos for many occasions including:
 - pop artists
 - weddings and christenings
 - graduations
 - training
 - education
- commercial animations
- planning and videoing corporate events.

At present *Teknografix Ltd* have the following hardware and software:

- two desktop computers (three years old which the Director provided) and one laptop computer (two years old). None of the computers are networked; a memory stick is used whenever files have to be transferred from one computer to another
- broadband Internet access for one computer, anti-virus software is installed on this computer
- two high specification digital video cameras
- a 7 Megapixel digital SLR camera
- a 16 page per minute monochrome laser printer
- one 3 colour (RGB)inkjet printer producing 3 pages per minute
- an A4 size flat bed scanner which can be unplugged and plugged into any of the three computers
- office software, graphic design, video editing and animation software on all three computers
- a web site hosted by another company for £1000 a year. Data is backed up to DVD-R about once a month if necessary.

Work is beginning to take off at *Teknografix Ltd* and within the next three months they hope to employ one more designer and one more editor. Large graphics and video files are being created all the time.

Teknografix Ltd are based in a medium sized office building. Seven other businesses are based in the same building and staff from other companies may have access to the office. This is a worry for the company as they have guaranteed to some of their clients that the possibility of competitors seeing the work in progress would be impossible.

Most of the clients of *Teknografix Ltd* have Internet access and e-mail. *Teknografix Ltd* send many files to clients via e-mail.

The Director would like to access e-mail and possibly the Internet while on the road visiting customers.

Teknografix Ltd lost several datafiles last month. Staff spent 50 person hours preparing the files and failed to back them up. Three months ago one of their computers suffered a disc crash and was out of action. Although no work was lost, they had to wait a week for a new hard disc to be installed and for the data to be copied from the old disc to the new one. As a result work was not done on schedule. Fortunately the client concerned was not too worried but *Teknografix Ltd* know this sort of problem could lead to a poor reputation.

Teknografix Ltd have realised that they have limited technical knowledge in certain areas outside their specialisms and cannot afford to lose work or suffer downtime again. They have come to you for advice.

Research Tasks

1. Design and create a prototype technology system solution for the current staff which would include a means to:
 - (a) share data
 - (b) share hardware resources
 - (c) share Internet access
 - (d) provide appropriate security
 - (e) provide appropriate storage and backup facilities.

The design should clearly include all hardware and connectivity with annotations. Use of an annotated photo diary may be helpful. Identify any additional hardware needed.

2. Research the following in relation to *Teknografix Ltd*:
 - the role of user support
 - different methods of receiving user support
 - error/fault logging
 - resource management
 - the role of the systems/service manager within a large outsourced support company
 - Service Level Agreements (SLAs)

- security (both logical and physical) including prevention of spyware, viruses, trojans, worms and spam
 - methods of backup and the contents of a disaster recovery plan
 - capacity planning including future needs and software licensing
 - the benefits and drawbacks of outsourcing.
3. Research a variety of possible solutions to the problems faced by *Teknografix Ltd.*
4. Research the need for effective change management including:
- staffing issues (involvement, training, redundancy)
 - testing
 - changeover issues and continuity of service
 - documentation
 - options available and associated risks.

END OF PRELIMINARY MATERIAL