T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project brief - Task 1

NCFE

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Task 1

Contents

Student instructions

- read the project brief carefully before starting your work

- you must work independently and make your own decisions as to how to approach the tasks within the employer set project

- you must clearly name and date all of the work that you produce during each supervised session

- you must hand over all of your work to your tutor at the end of each supervised session

- you must not work on the assessment in between supervised sessions

Student information

- the employer set project will assess your knowledge, understanding and skills from across the core content of the qualification

- in order to achieve a grade for the core component, you must attempt both of the external examinations and the employer set project

- the combined marks from these assessments will be aggregated to form the overall core component grade (A* to E and U), if you do not attempt one of the assessments, or fail to reach the minimum standard across all assessments, you will receive a U grade

- the maximum time you will have to complete all tasks for the employer set project is 12 hours 10 minutes

  - your tutor will explain how this time is broken down per task and will confirm with you if individual tasks need to be completed across multiple sessions

  - at the end of each supervised session, your tutor will collect all employer set project assessment materials before you leave the room

  - you must not take any assessment material outside of the room (for example, via a physical memory device)

  - you must not upload any work produced to any platform that will allow you to access materials outside of the supervised sessions (including email)

- you can fail to achieve marks if you do not fully meet the requirements of the task, or equally if you are not able to efficiently meet the requirements of the task

- the project is assessed out of a total of 76 marks (this includes 2 marks for your use of maths in task 3 and 4 marks for your use of English throughout tasks 2, 3 and 4); the individual task marks are also shown throughout the project brief booklet at the start of each task

Plagiarism

Plagiarism may result in the external assessment task being awarded a U grade.

Presentation of work

- all of your work must be completed electronically using black font, Arial size 12pt unless otherwise specified

- any work not produced electronically must be agreed with your tutor, in which case the evidence you produce should be scanned and submitted electronically

- all your work must be clearly labelled with the relevant task number and your student details and be legible (for example, front page and headers)

- electronic files should be named using the following format – Surname_Initial_student number_evidence reference for example Smith_J_123456789_Task1 for identification purposes; where evidence reference is shown, this must be replaced with the task number for which the work reflects and saved in a .pdf format

- all pages of your work should be numbered in the format 'Page X of Y', where X is the page number and Y is the total number of pages

- you must complete and sign the External assessment cover sheet (EACS) – declaration of authenticity and include it at the front of your assessment task evidence

- you must submit your evidence to the supervisor at the end of each session

Scenario

You are working as a network infrastructure technician for BGTT Technology Consulting.

The company has recently been faced with a rapid change in working practices due to a shift in business needs. As a result, the company has had to support remote workers and manage staff as a remote work force. To keep staff working, there has been a mixture of staff using company laptops and staff using their own equipment. This has become very difficult to manage.

BGTT Technology Consulting plan to continue supporting a remote workforce in the long term. They will allow staff to choose whether to work from home or in the office. They would also like all staff to have the same access to resources and experience, regardless of where they choose to work.

Brief

As part of your role, you are involved in both larger IT projects as well as providing immediate technical support diagnostics and assistance for technical issues experienced by end users. You are due to work on a major change project but must make sure that individual issues are resolved as they are logged.

You have been asked to investigate 2 helpdesk tasks relating to computer issues within the business, identifying and resolving any faults that you may find.

Once you have resolved each of the issues, you should research and propose an effective solution that will support the wider remote worker migration project. The aim will be to allow all staff to work from the office or remotely with the same access to resources regardless of location.

Task 1: 2 hours 30 minutes

You must read the information on all pages provided for this task before starting your response.

(22 marks)

Scenario

You are working with a colleague who is new to BGTT Technology Consulting, and you have been assigned 2 helpdesk tasks.

The first helpdesk task requires you to troubleshoot and resolve the issue with computer 1.

The user of computer 1 has reported the following:

'When I load the PC, the computer loads into Windows OK, but the quality of image on the screen is poor. Please can I have some help resolving this issue?'

The second helpdesk task requires you to support your colleague by undertaking a root cause analysis and then designing a test plan to propose changes so your colleague will be able to carry out the appropriate tests and check if the fault has been resolved with computer 2.

The user of computer 2 has explained the following:

'When the computer turns on it boots OK and will work OK for about half an hour. At which point it just crashes and turns off.' When the user tries to turn it back on, the computer will not turn on at all. The user goes on to say that if they leave the computer for a short time, when they return to the computer it 'seems to fix itself' and will turn on again but the problem repeats after a short period of use.

Your team leader has asked you to document your changes as part of a troubleshooting document. This document can be used if the problem occurs again. The manager has also asked you to design a test plan that a colleague could follow to test whether your changes have resolved the issue.

Instructions for students

Computer 1

You have been provided with computer 1 and should investigate and identify the root cause of the display issue.

You should document your troubleshooting steps, identifying the issue and consider:

- use of troubleshooting frameworks
- tools used during the troubleshooting process

Your troubleshooting document (6 marks) should include:

- user details
- test dates
- proposed tests
- expected/actual outcomes of tests

- ability to record changes based on test outcomes

- record of diagnosis

Computer 2

Using the information in the scenario, and the internet, you should identify the root cause of the hardware failure and propose a solution. You should design a test plan that could be followed by your colleague to test that your proposed changes have resolved the fault. You are not required to undertake the tests.

Your test plan (16 marks) should include the following:

- user details

- test dates

- proposed tests

- expected outcomes of tests

- ability to record changes based on test outcomes

- user acceptance of work completed

Evidence required for submission to NCFE

- a troubleshooting document in .pdf format

- a test plan document in .pdf format

When you have completed this task, you should save in a .pdf format, and name your file:

Surname_Initial_student number_evidence reference for example Smith_J_123456789_Task1

Additional guidance

You will have access to a word processing application or other suitable software to enable you to complete this task.

Access to the internet is permitted.

Access to any online cloud storage is not permitted.

Use of online chat or emails is not permitted.

Access to previous class notes/teaching materials is not permitted.

Document information

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