T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project Brief – Task 3

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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 (ESP)

- 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 ESP 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 ESP

- 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 ESP is 12 hours 10 minutes:

  o 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

  o at the end of each supervised session, your tutor will collect all ESP assessment materials before you leave the room

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

  o 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 mathematics 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 booklets at the start of each task

Plagiarism

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

The use of artificial intelligence (AI) during the assessment is considered plagiarism, with the use of AI potentially resulting in disqualification/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 as an electronic piece of evidence

- all your work should 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:

  o Surname_Initial_student number_tasknumber_evidence reference (for example, Smith_J_123456789_Task3_projectproposal.pdf) – for identification purposes – where evidence reference is shown, this should 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 Form and include it at the front of your assessment task evidence

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

Task 3: 4 hours

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

(24 marks)

Scenario

Following your meeting with the network manager, you have been provided with a full specification of requirements (Control Document A) for the hardware and software platform for use by Edinburgh office workers.

Your team leader has asked you to assess the specification of requirements and prepare a project proposal that addresses the needs of the client.

Instructions for students

Your project proposal **(24 marks)** should include:

- an introduction outlining the current challenges faced by the Edinburgh office workers

- a justification of any equipment, software or cloud services decisions you make (which includes plans for efficiently managing company computers remotely), including ensuring software, anti-malware and operating systems are kept up-to-date, so that any new or additional software can be effectively provisioned

- estimated costs for any equipment, software or cloud services recommended; your decisions should provide value for money whilst meeting the brief (you should use the internet to research this)

- an explanation and justification of any proposed software licensing arrangements

- an explanation and justification of the rationale for your choice of hardware, software and management tools

- an explanation of any potential cyber security issues with recommended mitigations

- ensure that the proposed solution protects company data and supports minimising unauthorised access to the computer or other devices (mobile phones/tablets)

- a final summary that includes long-term solutions for the business

When identifying costs, this task requires that you research possible preferred suppliers. Where possible, these suppliers should be used for all equipment, software and cloud-based recommendations before considering other suppliers.

Evidence required for submission to NCFE

- project proposal

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

- Surname_Initial_student number_task number_evidence reference

For example:

- Smith_J_123456789_Task3_projectproposal.pdf

Additional guidance

You will be issued with Control Document A for this task.

This task will also assess your English skills.

This task will also assess your mathematical skills, which are worth an additional 2 marks.

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.

You are permitted to have up to a maximum of 15 minutes rest break during this task. This must be supervised.

Control Document A: Specification of Requirements

Controlled document to be issued at the start of task 3.

Spring Leaf have a head office in London and provide a sales/marketing support for other companies in the local region. The IT team are based at London head office. They have recently opened a new office in Edinburgh and have hired new employees consisting of 5 senior managers and 15 staff. All staff are office based and have been issued with company computers and most staff have been issued with a company mobile phone.

Desktop computers

The desktop computers supplied to staff have the following specifications:

- Windows 10 Pro with Office 2013 with Outlook 2013 and Adobe Photoshop installed
  (2.4 GHz processor, 8 GB RAM, 512 GB HDD)

The desktop computers supplied to senior managers have the following specifications;

- Windows 11 Pro with Libra Office and Thunderbird email client (3.1 Ghz Processor, 16 GB Ram, 1TB Nvme2)

Where staff are issued with mobile phones these are mid specification Android devices.

Current issues

The current issues identified with the new office include:

- General Data Protection Regulation (GDPR)/data protection issues with customer details on local storage on the desktop devices

- staff providing personal phone numbers for business calls

- staff are finding it hard to communicate and work together with each other

- lack of consistency – staff are using a wide range of 'web meeting' platforms, usually with free versions

- where company equipment is being used there is no way of monitoring usage

- there are concerns that updates are not being applied appropriately

- where new software applications are to be rolled out, its management is complex

Requirements

The requirements are:

- all computers should be moved to a standardised operating system

- software should be standardised across all computers with all users using the same productivity software with standardised centrally managed endpoint protection implemented

- an appropriate solution for remotely managing company computers is required

- a good quality web meeting solution should be implemented that is standardised for all users – this should include the ability for ad hoc meetings, larger web meetings, text chat and file sharing – it would be preferred if chat transcripts could be archived

- staff do not need to use their phones for work

- users should not be able to install software on their work computers

- any training or upskilling for staff to use the new systems should be considered

Document information

Owner: Head of Assessment Design