

Unit 14 IT Service delivery

©THECOMPUTINGTUTOR

14.3 Part B – The Service Strategy

©THECOMPUTINGTUTOR

What is Part B?

Part B builds on the research you did for Part A

You can take your notes you made for Part A into Part B

The scenario for part B will be more detailed than what you were given for Part A

You will have 8 hours to attempt part B.

Your school or college will determine how many sessions you get.

What do you get in Part B?

Here you get the full scenario.

You are also given a set of templates to complete.

You are required to produce:

- An IT service schedule [TEMPLATE PROVIDED]
- An IT service catalogue [TEMPLATE PROVIDED]
- An IT service solution
- An Evaluation
- An assessment of the Implications of your solution [TEMPLATE PROVIDED]

The Full Scenario – Geek Stuff UK

Set Task Information

Geek Stuff UK is a design company that provides a service designing and creating 3D-printed models, including memorabilia for comics, computer games and movies. The company works primarily with large production companies. The company intends to expand by offering a social media platform for the exchange of designs, as well as an online store for the purchase of a range of 3D models.

At the end of a project, copies of all files, such as design plans and 3D model files, are given to the client, who will forward them to the manufacturer for production of the final product. Geek Stuff UK has no direct contact with the manufacturers. It has a number of 3D printers on-site, which are used to produce prototypes of its designs at different stages of the project.

Geek Stuff UK's head office is situated in London and it employs 50 staff, as shown in the staffing information. In addition to the designers in the head office, it employs approximately 100 designers who work from home in different parts of the country. Designers may be working on more than one project at a time. Each project may have designers that are located in different parts of the country.

The organisation's clients are located all over the world and need to be involved throughout the development process.

The Scenario – Geek Stuff UK

Head office	
Location	Central London
Number of staff	50
Staffing information	<p>Managing director – oversees all the professional services and is responsible for the organisation.</p> <p>IT support technicians – responsible for logging and resolving user issues and the operation of the IT services to meet the client's and the organisation's needs, including hardware and software and security systems.</p> <p>For each project there will be:</p> <ul style="list-style-type: none">○ A project manager – liaises with company management and the client to establish project requirements, and manages the overall delivery of the project

The Scenario – Geek Stuff UK

- ◇ a team leader – manages the individual designers, distributes project tasks between designers, liaises with the project manager and ensures the project is delivered on time and in a way that meets client requirements
- ◇ designers – design and create the 3D digital models and related digital images. On small projects where no team leader is required, they will liaise directly with the project manager.

Project managers and team leaders are chosen from the team of designers. A designer may fulfil different roles on separate projects that are running at the same time. For example, a designer may be a team leader on one project and complete design tasks on another.

The Scenario – Geek Stuff UK

Premises

Large multi-room office space occupying the first three floors of a rented six-floor office building.

Ground floor – 3D printing and IT technical support team and server room.

1st and 2nd floor – designers and management offices.

The top three floors of the building are used by other companies. Access to upper floors is provided through a shared stairwell and lift.

Internet access is provided to visitors through an open wireless network.

Cleaning and maintenance of the office building is carried out by an external company.

The Scenario – Geek Stuff UK

It is important to Geek Stuff UK that it continues to grow its current revenue generating services. However, in the future, Geek Stuff UK may expand by providing the following additional services.

1. An online platform to establish an online community interested in designing and creating 3D-printed models.
2. A facility on the online platform that allows users to submit the files of their 3D models and make them available for other community members to download and use.
3. A service that enables members of the online community to submit their own designs for models that will be 3D printed by Geek Stuff UK for a fee.
4. An online store where visitors can purchase a range of 3D models created by Geek Stuff UK's designers.

So now what?

Firstly you need to see what is different.

You need to identify any new information.

We have new information about:

- The Business
- The premises
- The different types of staff members

Class Task: Identify what is new:

Individually, or in small groups, identify as much new information as you can about:

- The Business
- The premises
- The different types of staff members

Compare this with the information you were given in Part A.

TIME: 15 Minutes

Suggested Answers: What's new about the Business?

The company doesn't do any actual printing

They do some mockup printing

They just generate files which are given to the client

Which means these need to be stored somewhere safe

They need to be sent to the client? But how? Via email or a cloud server?

Suggested Answers: Why is the premises important?

This will give an idea about the network layout.

We know the following:

It has a server room, that suggests they have or need servers

They are over 3 floors, so there must be a network

IT support are on the ground floor

The top 3 floors are other people, so there must be some form of security

There needs to be public Wifi – which means no password, which means network security

Suggested Answers: Why is the staff information important?

Because different staff will need different machines

This will also determine the IT processes that the business needs to do

- Eg The IT technicians need to log and resolve any issues
- That means there needs to be a system for dealing with this
- This would suggest an intranet or a database where issues can be logged

So how do I go about answering this?

You need to be aware of the **WHOLE SCENARIO**

In other words what the system **CURRENTLY** needs to do

As well as what the system **MAY NEED TO DO IN FUTURE**

If you focus on either one alone, you may not score full marks

Most mark schemes focus on what the system **CURRENTLY** does.

To get the top marks, you talk about some of the things the company wants to be able to do.

What is the service strategy?

Remember the dinner scenario from the introduction?

This is how you intend to solve this problem

We need to provide a scenario that will deal with the current situation

We need a scenario that will deal with the future

The service strategy is in two parts

- Needs of the Business
- Needs of the Customer or Client.

For each you need to

- Identify the service requirement
- identify a priority (high medium or low)

Remember: you get marks for being **AS SPECIFIC TO THE SCENARIO AS POSSIBLE!**

Unit 14 – Synoptic requirements

This is a **SYNOPTIC UNIT**

It means that it relies on knowledge that you have been taught in other units.

You might need information about databases, spreadsheets, websites, cloud computing or programming

You will need to give an answer using information you are comfortable with.

In these slides we will indicate the units you may need to revise from.



The Computing Tutor

"Inspiring Students to Succeed"

www.thecomputingtutor.com

©THECOMPUTINGTUTOR 2020