Class Tasks 14.1

Introduction

Student Worksheet

# Class Task 1.1 – The IT Solution

* You are hired to design an IT Service strategy for a company that wants to start taking online orders securely and processing the payment securely.
* They currently take orders over the phone and record bookings into an Access database by hand.
* They do not have a lot of technical expertise in the company.
* They do have a lot of money to spend.
* In small groups, come with as many different ways as you can to solve this problem
* You will only pick one of them.
* This will be your recommended IT Solution.
* **TIME ALLOWED: 10 minutes**

## Answers:

## Solution 1

## Solution 2

## Solution 3

## Recommended Solution:

# Class Task 1.2 – The IT Service Strategy

* Individually or in small groups:
* Come with as many different things that your business **AND** their clients will need to be able to do with this system
* This will be your IT Service Strategy
* **TIME ALLOWED: 15 minutes.**

## Answer:

## Customer / Client Requirements

## Business Requirements

# Class Task 1.3 – The IT Service Catalogue

* In small Groups
* Come with as many different Hardware and Software components that you will need to be able to build the recommended IT Solution.
* This will be your IT Service Catalogue.
* **TIME ALLOWED: 20 Minutes**

## Answer:

## Software

## Hardware

# Class Task 1.4 – The IT Service Solution

* In small Groups
* Using your Solution and your IT Service Catalogue, come up with as many tasks as you can to be able to complete the project.
* This will be your IT Service Solution.
* **TIME ALLOWED: 20 Minutes**

## Answer

*Logo, company name

Description automatically generated*

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