Kelly Colleges

**Assessment Cover Sheet**

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| **Cover Sheet****& Feedback** | Unit/Subject Name | **Maintain Business Technology** |
| Unit/Subject Number | **BSBCMN406A** |
| Assessment No. | Assessment 2 |
| Assessment Title | **Assessment 2 – The Case Study** |
| Due Date | **Week 8** |

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| --- | --- | --- | --- |
| **Student Name** |  | **Student ID:** |  |
| **Teacher/Trainer** |  | **Date submitted** |  |
| Tick one | 1st Attempt ❒ 2nd Attempt ❒ |

**Student Declaration:**

You must send through electronic copy to the trainer each week (due date) via the Kelly Colleges website student login, upload assignment.

I, (**Student name**)…………………………………………………... have not plagiarized any items as explained in the Student Handbook.

**Student Signature** ……………………………………………….………. Date: ……………………….

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| --- |
| **Assessment 2** |
| **Elements: 1,2,3 Criteria: 1.1,1.5,2.3,3.2,3.4,3.5** | **NYS** | **S** |
| 1. Systems effectiveness is monitored and evaluated to ensure it meets organizational and system requirements http://www.ukassignment.org/daixieEssay/daixieaozhouessay/
 | ❒ | ❒ |
| 1. Software applications are installed and operated in accordance with developers’ and organisational requirements
 | ❒ | ❒ |
| 1. System back up procedure is carried out at regular intervals according to organizational and system requirements
 | ❒ | ❒ |
| 1. License for use of software is used, checked and recorded in accordance with organizational requirements
 | ❒ | ❒ |
| 1. Feedback from clients and colleagues is used to identify and develop improved technology systems
 | ❒ | ❒ |
| 1. New technologies are identified and selected to achieve and maintain continuous organizational development
 | ❒ | ❒ |
| 1. Management and budget approval is obtained for new technologies identified and selected
 | ❒ | ❒ |

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| --- | --- | --- | --- |
| **Result** | **AQTF(circle)****C or NYC** | **Mark** (%) **& Rating** (Circle)**(7,6,5,4,3,2,1)** | **Re-submission required** |
|  |  | Yes ❒ No ❒ |

**Feedback to Student**

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**ASSESSOR NAME**: …………………………………………… **ASSESSOR SIGNATURE**:…………………………………….**Date**:…………….

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| In the event of a US appearing in the “Result” box, the following procedure will be followed:

|  |  |
| --- | --- |
| ❒ Student to arrange extra tuition on: | ❒ Additional class-work required: |
| ❒ Re-sit assessment required by: | ❒ Other: www.ukassignment.org |

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|  |  |  |
| --- | --- | --- |
| Software Name | Computer | Licence Number |
| Windows XP | Server, Laptop, workstations x2 |  |
| Microsoft Office 2003 | Server, Laptop, workstations x2 |  |
|  |  |  |

**CASE STUDY: House Angels**

House Angels is a domestic cleaning agency run by 45 year old Sarah Diaz. She is in her fourth month of trading and operates from her home office.

At present Sarah has thirteen cleaners on her books and twenty regular clients, most of whom she got through word of mouth. Sarah has figured out she needs between 100 - 150 clients on her books by the end of twelve months in order to reach her cash flow projections.

Sarah has to keep detailed records about each of her clients and each of her cleaners. If she does achieve her anticipated number of 150 clients by the end of the year, she will need a minimum of 150 client files. Client files would include the client's contact details, contract details (if applicable), and the length in hours of each service, the preferred day and the frequency (weekly, daily etc). Sarah also needs to make notes if clients have special needs or requests such as rooms **not** to clean (spare rooms perhaps) or when and where to dispose of rubbish.

Sarah also needs files on each of her cleaners. By the end of the year there could be several hundred of them on her books. At present both types of records are kept in the same drawer in her filing cabinet. They are colour coded to represent the type of file (staff or customer). If business continues to grow as it has been, Sarah may need to buy a new filing cabinet. There is a large pile of papers including clients' contracts and police checks (which each of her cleaners has to have done) that has been sitting on her desk for two weeks already! Business is looking good.

The following business equipment is currently being used by House Angels:

* 1 Server – 1.2 MHz Processor, 1 GB Ram, 20GB hard drive, 6 USB 2.0 Ports
* 2 Workstations – 1.2 MHz Processor, 500MB Ram, 10GB Hard drive, 4USB 2.0 Ports.
* 1 Laptop 1.8 MHz Processor, 2 GB Ram, 20 GB Hard Drive, 8 USB 2.0 Ports.
* 1 PDA

Computer

* 2 Printers (1 laser + 1 colour bubble jet)

Fire wall

Boss

Accountant

* Internet Access
* 2 Mobile phones

Internet

P

C

* 1 Scanner

Printer

* 1 Photocopier

Laser

Sales Staff

Reception

**Using the above Case study you are to complete the following:**

1. Using your current knowledge you are to complete a risk assessment relating to the security issues on the Information Technology used in the business.
2. Why does House Angels need to write procedures guidelines or policies relating to the companies data? What type of policies should be written
* Back up policies/plane
* security policies(Pass word, Fire wall)
1. Research, compare and price two backup system tape backup system of which you will choose one of for the company. The volume of backup data will be approx 15GB and may increase marginally in the next twelve months. You are to compare at least **two** varieties of tape equipment and media. You must provide detailed comparisons and prices of both the drive and media in $AUD. You may think of including: drive size and weight, backup speed, available capacity of media, physical size of media, colour of drive etc.
2. Write a backup plan for house angels – to back up their customer data. The backup plan should identify the data to be backed up as well as a backup schedule
3. Create a maintenance plan for house angles, in the plan identify what type of maintenance should be undertaken on the peripherals and hard drives owned by the company and create a maintenance schedule identifying at what times and how often each type of maintenance should be performed.
4. When should Scandisk and Defragmentation be undertaken and why?
5. Create a Software Register to keep track of which computers software is running on.
6. Training Plan – Create a training plan for employees on any new changes to procedures or use of software that may be required.
* **The assignment must be written in essay form with each answer explained in full**
* **You are to give reasons for your choices**
* **The comparison of back up equipment and media can be done in table form**
* Weighting:**20%**
* Word Limit:**1000 Words**
* Number of references required:**Minimum 4 references Havard style**

## Electronic Submission Instructions

You may be required to submit your assessments electronically.

* ***Electronic Student submissions Process:-***
	1. Kelly Colleges Website
	2. Student login (left hand side)
	3. Password – **Elizabeth or E**
	4. Unload an assignment
	5. Student to complete details:-
		+ Students name + nickname
		+ Student ID number
		+ Student email address
		+ File (upload)
		+ Assignment type e.g. assignment, portfolio, exam, presentations
		+ Teacher’s name - **Kathryn**
		+ Class e.g. Maintain Business Technology

Accounts a Password

* create password that is not easy to guess
* Change it per month
* don’t share
* always logout of system

Customer information

Accountant unrestricted

Boss – full viewing