

## Assignment 9

Outcomes addressed in this activity:

- Discuss the systems operation, support, and security phase
- Describe the different system maintenance types and their importance
- Critique different backup and disaster recovery options
- Identify factors that signal the end of the useful life of an information system
- Discuss future challenges for IT professionals as technology reshapes the workplace

Assignment Instructions:

IT460: 1-Compare various types of information systems.

Please complete the following assignments using MS Word. Save the assignment as Unit 9 Assignment.doc and place it into the Unit 9 Assignment Drop Box. [Click here](#) to access the "SCR-TIMS Work Session Link".

Jesse wants a recommendation about an SCR help desk. She said that I can get more information on the Internet. She wants any input by early next week. She said there's lots of information out there on this topic. She wants me suggest a plan for creating an SCR help desk (SCR –TIMS Worksession, Session 12, To Do List, #1).

Assignment requirements:

- Plan submitted that discusses what a helpdesk offers
- Discusses internal support options
- Discusses external support options and shows sample vendors and their options
- Makes recommendation that details which option is being recommended and why

40 point assignment grading rubric

Assignment Requirements	Maximum points	Points earned
1. Detailed Plan submitted that discusses what a helpdesk offers	0-10	
2. Discusses internal support	0-10	



# Assignment Grading Rubric

Course: IT460 Unit: 9 Points: 40

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options. Be specific on how this plan will deliver the items detailed in #1 above.		
3. Discusses external support options and shows sample vendors and their options. Be specific on how this plan will deliver the items detailed in #1 above.	0-10	
4. Make a recommendation that details which option is being recommended and why. It is important to use Case Study data/information that supports your recommended solution.	0-10	
Column Total	0-40	