

'West Mercia Employment' Project

Dear Manager,

I hope this email finds you well. I am writing to provide you with a summary of the brief received from our client, 'West Mercia Employment'. The purpose of this summary is to outline the client's requests and their requirements for the system upgrades. Below is a breakdown of the requests and their respective purposes:

1. CEO's Machine Fault:

- Purpose: Resolving the technical fault preventing log-on.
- Client Requirement: Swift restoration of access to the CEO's machine.

2. Optical Drive Fault:

- Purpose: Rectifying the inability to read data from the optical drive.
- Client Requirement: Restoration of optical drive functionality for data access.

3. CEO's Machine Performance:

- Purpose: Improving boot-up time, application performance, and overall efficiency.
- Client Requirement: Enhanced speed and responsiveness for the CEO's machine.

4. Scanning Hand-Written Documents:

- Purpose: Enabling the scanning of hand-written documents into the computer database.

- Client Requirement: Integration of a suitable scanning solution to digitize handwritten documents.

5. Communication and Internet Upgrade:

- Purpose: Facilitating expansion and communication via email and website establishment.

- Client Requirement: Installation of Ethernet cabling, connection to a switch and router, and cable-based internet communication.

6. Data Transfer via Optical Discs:

- Purpose: Allowing efficient data transfer to clients while reducing paperwork.

- Client Requirement: Ability to copy data from one optical disc to another.

It is important to note that the CEO has expressed concerns regarding the potential loss of confidential client data during the work. As a result, no machines or components can be taken off-site. Additionally, the client has provided a budget of £1500.00 for hardware costs and specified that wireless communication is not required at this stage.

Based on the brief, we are expected to complete all the requested work by 18/03/2023.

Please let me know if you require any further information or if there were specific aspects you would like me to focus on as we proceed with this project.

Thank you for your attention to this matter.

Kind regards,

Amir Jafari

consultant for an IT company that specialises in maintaining technology systems.

Action Plan for 'West Mercia Employment' Technology System Upgrades:

1. List of Installation and Maintenance Activities:

- a. Resolve CEO's Machine Fault
- b. Rectify Optical Drive Fault
- c. Improve CEO's Machine Performance
- d. Implement Scanning Hand-Written Documents
- e. Upgrade Communication and Internet Systems
- f. Enable Data Transfer via Optical Discs

2. Description of Hardware Components, Devices, and Software Resources:

- a. Resolve CEO's Machine Fault:
 - Hardware: Identify and replace faulty components, as necessary.
 - Software: Ensure operating system and necessary drivers are up to date.

- b. Rectify Optical Drive Fault:
 - Hardware: Replace the faulty optical drive with a compatible one.

- Software: Verify proper drivers and software for optical drive functionality.

c. Improve CEO's Machine Performance:

- Hardware: Evaluate and potentially upgrade CPU (Central Processing Unit), RAM, and storage for improved performance.

- Software: Optimize startup processes, remove unnecessary applications, and conduct system maintenance.

d. Implement Scanning Hand-Written Documents:

- Hardware: Purchase and install a flatbed scanner capable of Optical Character Recognition (OCR).

- Software: Install OCR software for converting scanned documents into editable text.

e. Upgrade Communication and Internet Systems:

- Hardware: Install Ethernet cabling, switches, and routers as per the third-party company's recommendations.

- Software: Configure network settings, email client, and web server software.

f. Enable Data Transfer via Optical Discs:

- Hardware: Acquire appropriate optical disc duplicator for data transfer.

- Software: Ensure disc burning software is installed and configured properly.

3. Description of Fault-Finding Tools and Techniques:

- Hardware Diagnostic Tools: Utilize hardware diagnostic tools to identify and troubleshoot hardware-related issues.

- Event Logs: Analyse system event logs to pinpoint software or system errors.

- Testing Equipment: Use appropriate testing equipment, such as multimeters or cable testers, to verify connectivity and integrity.

4. Test Plan:

- Functionality Testing: Ensure all upgraded hardware components are functioning correctly and fulfil their respective purposes.

- Performance Testing: Evaluate the improved performance of the CEO's machine in terms of boot-up time, application responsiveness, and job completion.

- Scanning Testing: Test the scanning functionality by digitizing hand-written documents and verifying the accuracy of OCR results.

- Communication Testing: Check the email system's ability to send and receive messages and verify website accessibility.

- Data Transfer Testing: Successfully copy data from one optical disc to another, ensuring data integrity and readability.

Upon completing the installation and maintenance tasks, a thorough review will be conducted to ensure that the work has been completed satisfactorily and the system is functioning as intended.

*Please note that this action plan can be adapted as necessary based on specific hardware, software, and testing requirements.

Work Plan and Alternative Options for 'West Mercia Employment' Project:

Dear Client,

I hope this email finds you well. I would like to discuss the work plan for the upcoming technology system upgrades for 'West Mercia Employment' and present alternative options for your consideration.

the following actions will be undertaken:

1. Resolve CEO's Machine Fault:

- The faulty components in the CEO's machine will be identified and replaced to restore log-on access.

2. Rectify Optical Drive Fault:

- A compatible optical drive will be installed to enable data reading from optical discs.

3. Improve CEO's Machine Performance:

- The CPU, RAM, and storage will be evaluated and potentially upgraded to enhance boot-up time, application performance, and overall efficiency.

4. Implement Scanning Hand-Written Documents:

- A flatbed scanner with Optical Character Recognition (OCR) capabilities will be acquired and installed to digitize hand-written documents for integration into the computer database.

5. Upgrade Communication and Internet Systems:

- Ethernet cabling, switches, and routers will be installed as per the recommendations from the third-party company. This will enable cable-based internet communication, email functionality, and the establishment of a website.

6. Enable Data Transfer via Optical Discs:

- An appropriate optical disc duplicator will be acquired to facilitate efficient data transfer between optical discs, reducing paperwork.

In terms of alternatives, we have carefully considered assorted options. Here is an overview of why certain alternatives were discarded:

1. CEO's Machine Fault:

- Alternative: Repairing the existing components instead of replacing them.

- Reason for Discarding: Repairing may introduce the risk of recurring faults and could potentially lead to further downtime. Replacing the faulty components ensures a more reliable and long-term solution.

2. Rectify Optical Drive Fault:

- Alternative: External USB optical drive as a temporary solution.

- Reason for Discarding: While an external USB drive would provide temporary data reading capability, it may not be as reliable or convenient as a built-in optical drive. Installing a compatible internal optical drive ensures seamless and efficient operations.

3. Improve CEO's Machine Performance:

- Alternative: Software optimization without hardware upgrades.

- Reason for Discarding: While software optimization can improve performance, upgrading the hardware components allows for more

significant, and noticeable improvements, resulting in a smoother and faster user experience.

4. Implement Scanning Hand-Written Documents:

- Alternative: Portable scanners for individual use.
- Reason for Discarding: Portable scanners may not provide the desired level of scanning quality and efficiency required by 'West Mercia Employment'. Additionally, a flatbed scanner integrated into the system allows for centralized and consistent scanning capabilities.

5. Upgrade Communication and Internet Systems:

- Alternative: Wireless communication instead of cable-based internet.
- Reason for Discarding: Considering the CEO's concern for data security and the preference for cable-based communication, wireless communication was excluded from the initial implementation. This ensures a more controlled and secure network environment.

6. Enable Data Transfer via Optical Discs:

- Alternative: Cloud-based file sharing for data transfer.
- Reason for Discarding: Utilizing cloud-based file sharing would require additional subscriptions or services, increasing ongoing costs. Opting for an optical disc duplicator provides a cost-effective and straightforward solution for data transfer.

By following this work plan, we aim to address the identified technical difficulties, enhance system performance, and fulfil your requirements for maintaining client data, communication systems, and relevant information dissemination.

Please feel free to provide any feedback or express any concerns you may have regarding the proposed actions or alternative options. Your

satisfaction and the smooth operation of your technology systems are our primary goals.

specified budget of £1500.00 for the technology system upgrades:

1. CPU:

- Intel Core i7-10700K 8-Core Processor: £305.00

Links:

https://www.google.com/url?url=https://www.amazon.co.uk/Intel-i7-10700K-Processor-Unlocked-BX8070110700K/dp/B086ML4XSB%3Fsource%3Dps-sl-shoppingads-lpcontext%26ref_%3Dfplfs%26psc%3D1%26smid%3DA1APT7TIZZKIK4&rct=j&q=&esrc=s&sa=U&ved=0ahUKEwiQ7ryr5rL_AhWUTkEAHViXA3oQguUECPsN&usg=AOvVaw3RE7ImhH5PtBDkSxIKOvb9

2. RAM:

- Corsair Vengeance LPX 16GB (2 x 8GB) DDR4-3200 Memory: £53.95

Link:

https://www.google.com/url?q=https://www.box.co.uk/CMW16GX4M2C3200C16W-Corsair-Vengeance-RGB-PRO-16GB-2x8GB-320_2369023.html&sa=U&ved=0ahUKEwiGjtHh5rL_AhWhTkEAHT9CBTQQsDwlrQI&usg=AOvVaw2dXlaTC3zX0VtGfb5zqWjk

3. Storage:

- Samsung 970 EVO Plus 500GB NV Me SSD: £36.86

Link:

https://www.google.com/aclk?sa=l&ai=DChcSEwi46--W57L_AhWVw-0KHVRAAfcYABABGgJkZw&sig=AOD64_1iSNjyqu8Uw34UsxbbgXx0xu-

[wyA&ctype=5&q=&ved=0ahUKEwiWu-mW57L_AhU3Q0EAHWqHBSwQww8lkww&adurl=](https://www.google.com/shopping/product/6428694265288826599?q=L+G+Internal+DVD+Writer&biw=1536&bih=714&sxsrf=APwXEddlXnn5ZZXQZbM3iH6OAt4YYB0LmA:1686197497401&uact=5&oq=L+G+Internal+D+VD+Writer&gs_lcp=Cgtwcm9kdWN0cy1jYxADMgUIABCABDIHCAAQGB CABDIICAAQFhAeEBgyCAgAEBYQHhAYMggIABAWEb4QGDIIICAAQFhAeEBg6BwgjEOoCECc6CwiuARDKAXDqAhAnUIMKWIMKYLkRaAFwAHgAgAGeAYgBngGSAQMwLjGYAQCgAQGgAQKwAQzAAQE&sclient=products-cc&prds=eto:15005741722497565032_0,pid:12373290716733516213,rs k:PC_18266207951911626526&sa=X&ved=0ahUKEwjir_6457L_AhVWEs AKHRqRCxUQ8wlloww)

4. Optical Drive:

- LG Internal DVD Writer: £16.72

Link:

https://www.google.com/shopping/product/6428694265288826599?q=L+G+Internal+DVD+Writer&biw=1536&bih=714&sxsrf=APwXEddlXnn5ZZXQZbM3iH6OAt4YYB0LmA:1686197497401&uact=5&oq=L+G+Internal+D+VD+Writer&gs_lcp=Cgtwcm9kdWN0cy1jYxADMgUIABCABDIHCAAQGB CABDIICAAQFhAeEBgyCAgAEBYQHhAYMggIABAWEb4QGDIIICAAQFhAeEBg6BwgjEOoCECc6CwiuARDKAXDqAhAnUIMKWIMKYLkRaAFwAHgAgAGeAYgBngGSAQMwLjGYAQCgAQGgAQKwAQzAAQE&sclient=products-cc&prds=eto:15005741722497565032_0,pid:12373290716733516213,rs k:PC_18266207951911626526&sa=X&ved=0ahUKEwjir_6457L_AhVWEs AKHRqRCxUQ8wlloww

5. Flatbed Scanner with OCR:

- Epson Perfection V600 Photo Scanner: £279.00

Link:

https://www.google.com/aclk?sa=l&ai=DChcSEwi83IHW57L_AhXG5O0KHVofBc0YABABGgJkZw&sig=AOD64_2FZHIsteKo7c0rnqTqli_MuWTfyQ&ctype=5&q=&ved=0ahUKEwj4ufzV57L_AhW0QEEAHRz1AkQQww8loAs&adurl=

6. Ethernet Switch:

- TP-Link TL-SG108 8-Port Gigabit Ethernet Switch: £19.98

https://www.google.com/url?url=https://www.amazon.co.uk/TL-SG108-Ethernet-Wall-Mount-Lifetime-Warranty/dp/B00A121WN6%3Fsource%3Dps-sl-shoppingads-lpcontext%26ref_%3Dfplfs%26psc%3D1%26smid%3DA3P5ROKL5A1OL

[E&rct=j&q=&esrc=s&sa=U&ved=0ahUKEwi1vffw57L_AhUwQkEAHZ_pAIQguUECOgO&usg=AOvVaw2ckqWI2uqDuLCsesp3ofB5](https://www.google.com/search?q=&esrc=s&sa=U&ved=0ahUKEwi1vffw57L_AhUwQkEAHZ_pAIQguUECOgO&usg=AOvVaw2ckqWI2uqDuLCsesp3ofB5)

7. Ethernet Router:

- TP-Link Archer A7 AC1750 Dual-Band Gigabit Router: £69.59

Link:

https://www.google.com/shopping/product/14725782649395879097?q=TP-Link+Archer+A7+AC1750+Dual-Band+Gigabit+Router&biw=1536&bih=714&sxsrf=APwXEdeUccbbD15zfC4OHmYLcKWirrZ_nQ:1686197686373&oq=TP-Link+Archer+A7+AC1750+Dual-Band+Gigabit+Router&gs_lcp=Cgtwcm9kdWN0cy1jYxAMMgYIABAWEb4yCAgAEBYQHhAYOgcIlxDqAhAnOgslrgEQygMQ6glQJ1CGC2CyHmgBcAB4AIABsAOIAbADkgEDNC0xmAEAoAEB0AECsAEMwAEB&scient=products-cc&prds=eto:7693553623989455173_0,pid:18080930160774796103,rsk:PC_13186149706423001697&sa=X&ved=0ahUKEwi7vq6a6LL_AhXWglwKHelzAl8Q8wllnA4

8. Optical Disc Duplicator:

- Vin power Digital Econ Series 1 to 1 DVD/CD Duplicator: £216.00

Link:

https://www.google.com/url?url=https://www.ebay.co.uk/itm/262383808348%3Fchn%3Dps%26mkevt%3D1%26mkcid%3D28&rct=j&q=&esrc=s&sa=U&ved=0ahUKEwjM6tiv6LL_AhVWP8AKHV5ICpsQ2SkIxAg&usg=AOvVaw2VzJzRkAzZdyjzK42QTe4e

*Please note that these prices are approximate and may vary depending on the specific brand, model, and retailer. It is important to consider factors such as compatibility with existing systems and any additional requirements specific to 'West Mercia Employment' when finalizing the hardware selection.

Thank you for your attention, and

we look forward to working with you on this project.

Kind regards,

Amir Jafari

consultant for an IT company that specialises in maintaining technology systems.

Final Decisions for 'West Mercia Employment' Project

Dear Manager,

I hope this email finds you well. I am writing to provide a justification for the final decisions made regarding the technology system upgrades for 'West Mercia Employment'. The following points outline how the proposed actions align with fulfilling the stated purpose and meeting the client's requirements:

1. Fulfilling Stated Purpose:

- The proposed actions address the identified technical difficulties and aim to enhance the overall functionality and performance of the technology system.

- By resolving the CEO's machine fault and rectifying the optical drive fault, we ensure seamless access to important data and system functionalities.

2. Meeting Client Requirements:

- The improvements made to the CEO's machine performance will result in reduced boot-up time, increased application responsiveness, and more efficient job completion, aligning with the client's requirement for enhanced speed and productivity.
- The implementation of a scanning solution for hand-written documents will allow 'West Mercia Employment' to digitize and integrate these documents into their computer database, facilitating better data management and organization.
- Upgrading the communication and internet systems by installing Ethernet cabling, switches, and routers will enable cable-based internet communication, email functionality, and website establishment, meeting the client's goal of expanding geographically and improving communication capabilities.
- Enabling data transfer via optical discs using a duplicator will provide a convenient and paperless method of sharing data with clients, meeting the client's requirement for efficient data transfer.

3. Impacts of Constraints:

- The constraint of not installing a wireless router at this stage ensures a focused approach on cable-based internet communication, aligning with the client's preference for a secure and controlled network environment.
- The CEO's concern about potential data loss during the work has influenced the decision to avoid taking any machines or components off-site, ensuring the security and confidentiality of client data.

By justifying these decisions, we are confident that the proposed technology system upgrades will address the client's needs, improve operational efficiency, and provide the necessary infrastructure for 'West Mercia Employment' to maintain client data, communication systems, and information dissemination effectively.

Please let me know if there are any further inquiries or if additional clarification is needed. I am committed to the success of this project and eager to proceed with the approved plan.

the budget of £1500.00 for the technology system upgrades that we used:

1. CPU:

- Intel Core i7-10700K 8-Core Processor: £305.00

Links:

https://www.google.com/url?url=https://www.amazon.co.uk/Intel-i7-10700K-Processor-Unlocked-BX8070110700K/dp/B086ML4XSB%3Fsource%3Dps-sl-shoppingads-lpcontext%26ref_%3Dfplfs%26psc%3D1%26smid%3DA1APT7TIZZKIK4&rct=j&q=&esrc=s&sa=U&ved=0ahUKEwiQ7ryr5rL_AhWUTkEAHVIXA3oQguUECPsN&usg=AOvVaw3RE7ImhH5PtBDkSxIKOvb9

2. RAM:

- Corsair Vengeance LPX 16GB (2 x 8GB) DDR4-3200 Memory: £53.95

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3. Storage:

- Samsung 970 EVO Plus 500GB NV Me SSD: £36.86

Link:

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[Warranty/dp/B00A121WN6%3Fsource%3Dps-sl-shoppingads-lpcontext%26ref %3Dfplfs%26psc%3D1%26smid%3DA3P5ROKL5A1OLE&rct=j&q=&esrc=s&sa=U&ved=0ahUKEwi1vffw57L_AhUwQkEAHZ_pAIQguUECOgO&usg=AOvVaw2ckqWI2uqDuLCsesp3ofB5](https://www.google.com/shopping/product/14725782649395879097?q=TP-Link+Archer+A7+AC1750+Dual-Band+Gigabit+Router&biw=1536&bih=714&sxsrf=APwXEdeUccbbD15zfC4OHmYLcKWirrZ_nQ:1686197686373&oq=TP-Link+Archer+A7+AC1750+Dual-Band+Gigabit+Router&gs_lcp=Cgtwcm9kdWN0cy1jYxAMMgYIABAWEb4yCAgAEBYQHhAYOgcIlxDqAhAnOgslrgEQygMQ6glQJ1CGC1iGC2CyHmgBcAB4AIABsAOIAbADkgEDNC0xmAEAoAEB0AECsAEMwAEB&sclicent=products-cc&prds=eto:7693553623989455173_0,pid:18080930160774796103,rsk:PC_13186149706423001697&sa=X&ved=0ahUKEwi7vq6a6LL_AhXWglwKHelzAl8Q8wllnA4)

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https://www.google.com/shopping/product/14725782649395879097?q=TP-Link+Archer+A7+AC1750+Dual-Band+Gigabit+Router&biw=1536&bih=714&sxsrf=APwXEdeUccbbD15zfC4OHmYLcKWirrZ_nQ:1686197686373&oq=TP-Link+Archer+A7+AC1750+Dual-Band+Gigabit+Router&gs_lcp=Cgtwcm9kdWN0cy1jYxAMMgYIABAWEb4yCAgAEBYQHhAYOgcIlxDqAhAnOgslrgEQygMQ6glQJ1CGC1iGC2CyHmgBcAB4AIABsAOIAbADkgEDNC0xmAEAoAEB0AECsAEMwAEB&sclicent=products-cc&prds=eto:7693553623989455173_0,pid:18080930160774796103,rsk:PC_13186149706423001697&sa=X&ved=0ahUKEwi7vq6a6LL_AhXWglwKHelzAl8Q8wllnA4

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Thank you for your understanding and support.

Kind regards,

Amir Jafari

consultant for an IT company that specialises in maintaining technology systems.