

City& Guilds Level 3 Optimise IT system performance (OSP 7574-304)

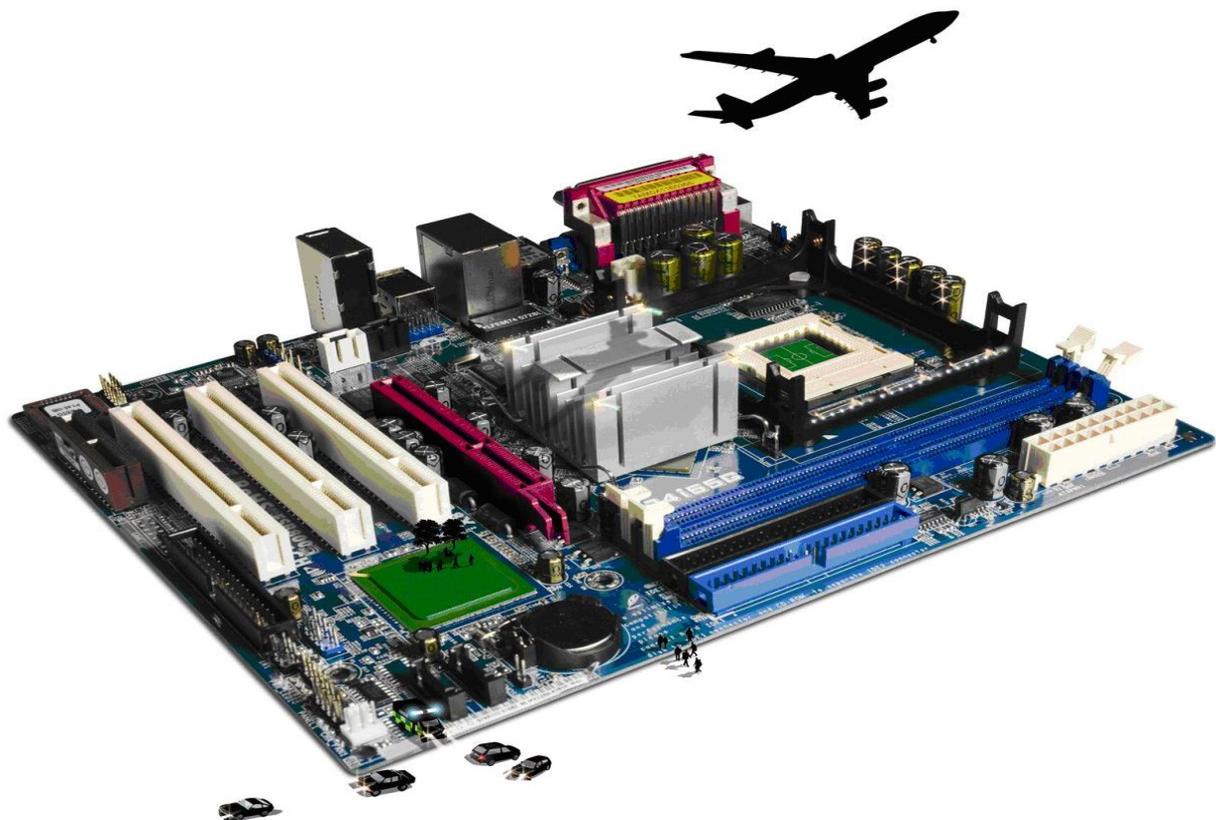


ITQ

Assignment guide for Candidates

Assignment A

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Level 3 Optimise IT system performance (OSP 7574-304)

Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Optimise IT system performance (OSP 7574-304).

Health and safety

You are responsible for maintaining the safety of others as well as your own. You are asked to work safely at all times.

*You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements.*

Time allowance

*The recommended time allowance for this assignment is **two and a half hours**.*

Level 3 Optimise IT system performance (OSP 7574-304)

Candidate instructions

Time allowance: two and a half hours

The assignment:

This assignment is made up of **four** tasks

- Task A – Installing software and configuration
- Task B – Planning system upgrades
- Task C – Fault finding and recording
- Task D – Underpinning knowledge

Scenario

You are employed as a trainee networking technician for a small company. As a part of your training you have been set a number of tasks to improve your practical skills. In addition, your employer has set a series of questions in order to assess your current knowledge.

Note: The times for this assignment relate to the completion of logs and the answering of questions only. Any installations etc are outside of the assignment time and can be performed on any available type of computer (eg stand alone, networked or laptop).

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Installing software and configuration

- 1 Using the **Installation Log** provided by your assessor, complete the seven tasks that have been set.

Use the **Installation Log** to record the actions taken and any tests that were performed and their result.

Note: Before moving onto another task, ensure that your assessor has observed the installation, configuration or any testing.

Task B – Planning system upgrades

- 1 Your employer intends to upgrade the current network operating system and change the office application software on all workstations.

Create a plan to manage changes and name the document **Software Upgrade XX** (where XX are your initials).

- 2 Using the document **Software Upgrade XX**, describe how the implementation of the upgrade will be monitored.
- 3 Using the document **Software Upgrade XX**, describe the contingency plans that would need to be put into place in order to recover data in the event of a system failure.

Task C – Fault finding and recording

- 1 You have been tasked to solve a fault that is occurring on a stand alone PC. It has been reported that at the same time every day the computer slows down for some considerable time affecting work then returns to its normal speed.

Use the **Fault Log** provided by your assessor to record the PC identification details in the relevant fields and the following actions.

- 2 Use an appropriate fault-finding procedure that monitors hardware performance to assist in determining the cause of the problem.
- 3 Record the actual fault details.
- 4 Document any investigation or actions taken, including the use of any diagnostic tools, along with any tests with both the expected and actual outcomes.
- 5 Record whether or not the problem has been resolved satisfactorily.
- 6 Use the additional notes section of the **Fault Log** to guide other technicians towards selecting and using appropriate resources should they have to respond to a similar fault in the future.

Task D – Underpinning knowledge

- 1 Your employer has set a series of questions for you to answer. Using the **Answers 304A** document provided by your assessor, answer the questions and ensure that your name and today's date is recorded.

Identify **three** precautions that could be taken to protect hardware from loss or damage.

- 2 Explain the factors that should be taken into account when choosing an operating system for a workstation.
- 3 Explain why routine fault-finding procedures are important and how they can improve productivity.
- 4 Explain how system performance can be improved by undertaking routine file housekeeping of the information stored on a computer system.
- 5 Describe the difference between a data file and a system file.

- 6 List **three** sources of information when expert advice is needed and state any advantages or disadvantages that may apply.
- 7 When planning routine maintenance, state **two** factors that should be taken into consideration.
- 8 A company has a server and 25 workstations, describe both the benefits and any drawbacks that could be encountered when upgrading the operating system.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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