Level 2 Install, configure and maintain software (7540-230)

Systems and Principles
Assignment guide for Candidates
Assignment B

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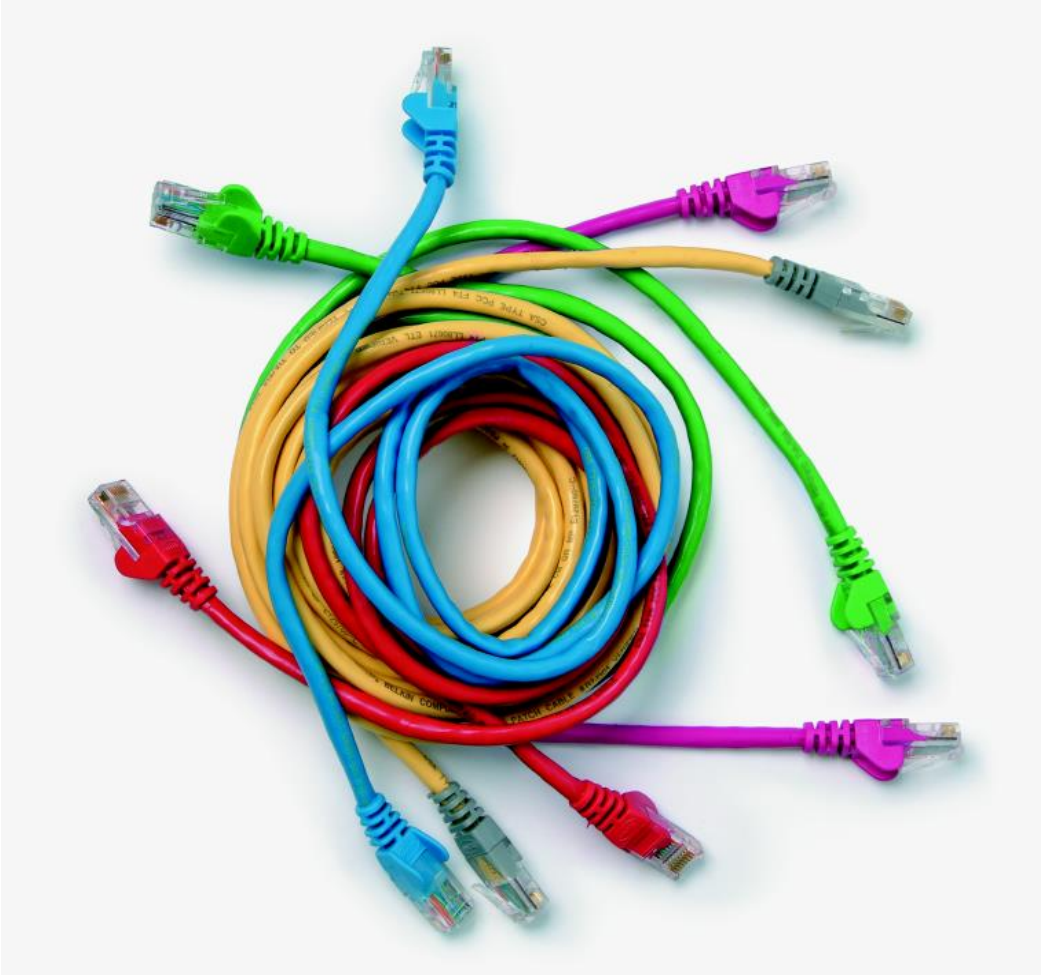

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Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Install, configure and maintain software (7540-230).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **2 hours**.

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Candidate Instructions

Time allowance: 2 hours

Assignment set up:

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

- Task A – Prepare the system and software for installation
- Task B – Install and configure software
- Task C – Plan and carry out post installation testing
- Task D – Uninstall and re-installing applications

Scenario

You work as a support technician in a large call centre. You have been tasked with setting up a new workstation for a supervisor who needs specific software. You have completed the connections, installed the operating system and security software and have tested the hardware. You now need to install some software applications.

Task A – Prepare the system and software for installation

1 Boot up the system and identify the location of the information requested and fully record it on the System Information Sheet.

2 Check the details obtained in Task A1 against the system requirements for **both** of the software applications you are about to install and using the **Software Installation Log** provided by your Assessor, report any problems with compatibility.
(Details will be given to you by the Assessor)

3 Prepare the system for installation of the software by backing-up files as detailed by the Assessor.

4 Scan the installation software for viruses and take a screen print of the scanning process.

Task B – Install and configure software

1 Install the word processing application, opting for the 'typical' or 'custom' option as directed by the Assessor, responding to any errors that may occur and take a screen print of the installation process.

2 Configure the word processor and take a screen print of each of the following:

- save open files every 5 minutes
- insert your own details in 'user information'
- set the default font to 12 point Verdana Italic

- set the default page as landscape A5
- set visible toolbars as directed by the Assessor.

All other settings are to remain as default.

3 Test the configuration of the word processing software by printing out a page containing any suitable text.

4 Reconfigure the word processing application to its default settings.
Test the new configuration by printing out a page containing any suitable text.
Close files and shut down software applications.

5 Install the spreadsheet application; opting for the 'typical' or 'custom' option as directed by the Assessor, responding to any errors that may occur and take a screen print of the installation process.

6 Configure the spreadsheet application as follows and take screen prints of each:
- change the default file location to one decided by the Assessor
- set the macro security to Very High
- show **three** additional toolbars as decided by the Assessor
- set the username to your own name.

All other settings to remain as default. Take screen prints of the outcomes.

7 For any **one** of the software applications on the workstation, check for available updates and install them.

Take a screen print of the update process.

8 Record the full details of the **two** applications you have just installed in the **Software Installation Log** provided by your Assessor.

Task C – Plan and carry out post installation testing

1 It has been reported that some workstations are encountering errors when saving files.

For the **two** installed software applications, devise and write down a test plan to test their correct functioning, using the data files provided by the Assessor.

During testing, the **two** files must be opened, altered by adding data and then saved under a different name.

2 Test **each** of the software applications according to your test plan and record the results.

3 Use utility to find the amount of available hard disk space after installation of the two software applications. Print the results or if the facility is not available produce a screen print.

Task D – Uninstall and re-installing applications

1 The spreadsheet application appears to have been corrupted or has missing files.

Back-up any spreadsheet files that exist.

Uninstall and re-install the spreadsheet application only.

2 Take a screen print of the re-installation and make a record in the **Software Installation Log**.

3 Reboot the system and check that the software has been successfully removed and the system is operating normally.

4 Close files and shut down 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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