Level 2 Testing ICT systems 2 (7540-231)

Systems and Principles
Assignment guide for Candidates
Assignment A

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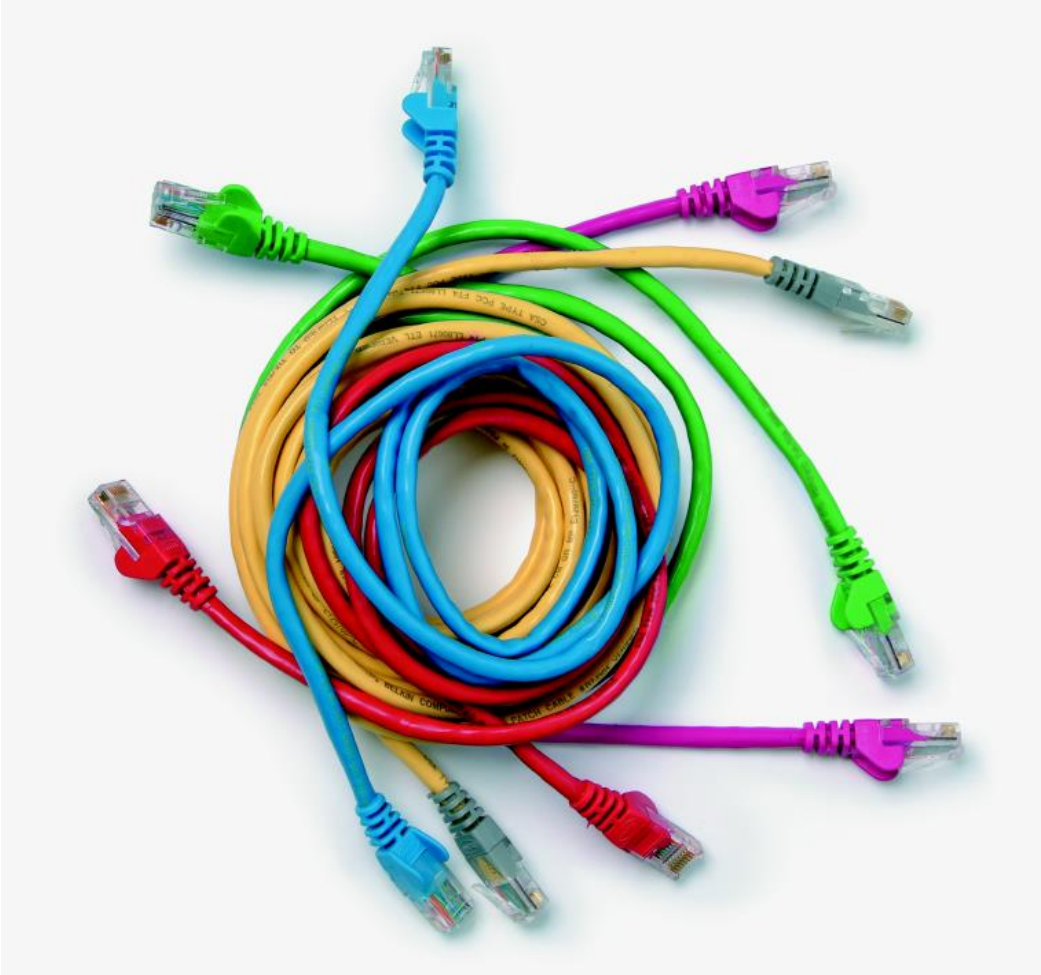

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Level 2 Testing ICT systems 2 (7540-231) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Testing ICT systems 2 (7540-231).

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 **three** tasks:

- Task A – Prepare the system for testing and then run a diagnostic test on the system
- Task B – Fix one problem that has been found, carry out basic functional tests and check for viruses on the system
- Task C – Use the system monitoring tool(s) to carry out post repair performance testing

Scenario

You work as a system support technician in a large call centre. Your supervisor has been asked to provide a PC workstation for a temporary manager, but has not been allowed to purchase or build a new one. He has found a spare system in a store room but has no idea if it works or what its specification is. Your task is to find out this information, to test it to see if it works well enough for the manager to use and to provide a report of your test results. If you find a fixable fault, you will be asked to apply a simple fix.

Task A – Prepare the system for testing and then run a diagnostic test on the system

You will be given some diagnostic software to use for this task.

1 Carry out an external and an internal visual inspection of the system.

2 Identify, record and resolve any problems on the System Hardware Test Report.

3 Boot up the system, identify and resolve any further problems.

4 Continue completing the System Hardware Test Report as appropriate.

Find the required information and complete the System Information Sheet.

5 Check the details obtained in Task A4 against the system requirements for the diagnostic application. Report the compatibility problems accurately on the Answer Sheet provided.

6 Prepare the system for testing:

- close unnecessary programs including those such as anti-virus programs that may have auto-started on boot-up
- back-up data files (as detailed by the Assessor).

7 Power up all connected peripherals (printer, scanner etc). Run the test software and set the test parameters as instructed by the Assessor. Ensure that the results and any recommendations are saved to a log file.

(Please answer Q1 and Q2 on the Answer Sheet provided)

Q1 Briefly describe the features and functions of typical diagnostic software used for:

- memory tests
- hard drive tests
- I/O tests
- display mode tests.

Q2 Briefly describe the purpose and main features of the POST.

Task B – Fix one problem that has been found, carry out basic functional tests and check for viruses on the system

1 Highlight, in the log file, the fault that has been found and explain how you are going to fix it. Save the log file as '***your name*** **log file 1**'.

Note: If the test has found more than one fault and you are in any doubt as to which one you should fix, show the Assessor each of the faults and ask for advice. As long as you have identified a fault correctly then you will **not** lose marks.

2 Fix the fault, obtaining any required resources. Record full details of all actions taken including hardware and/or software used on the Answer Sheet.

3 Test that the repair has been successful. Record this test and the results on the Answer Sheet.

4 Configure the update settings on the anti-virus software as directed by the Assessor and take a screen print.

5 Perform a virus scan of the system and delete any viruses that you find. Take a screen print.

Task C – Use the system monitoring tool(s) to carry out post repair performance testing

1 Use the operating system performance monitoring tool(s) to identify and monitor **three** aspects of system performance as directed by the Assessor.

Record the outcomes on the Answer Sheet.

(Please answer Q3 and Q4 on the Answer Sheet provided)

Q3 For **each** of the following items, write down **one** typical fault and **one** possible fix:

- BIOS/CMOS
- printer
- video card
- power supply
- memory
- HDD.

Q4 Based on this assignment, identify **one** problem that would be considered to be a high priority issue and one which is **not** a high priority.

Give **one** reason for your decision for **each** priority.

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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