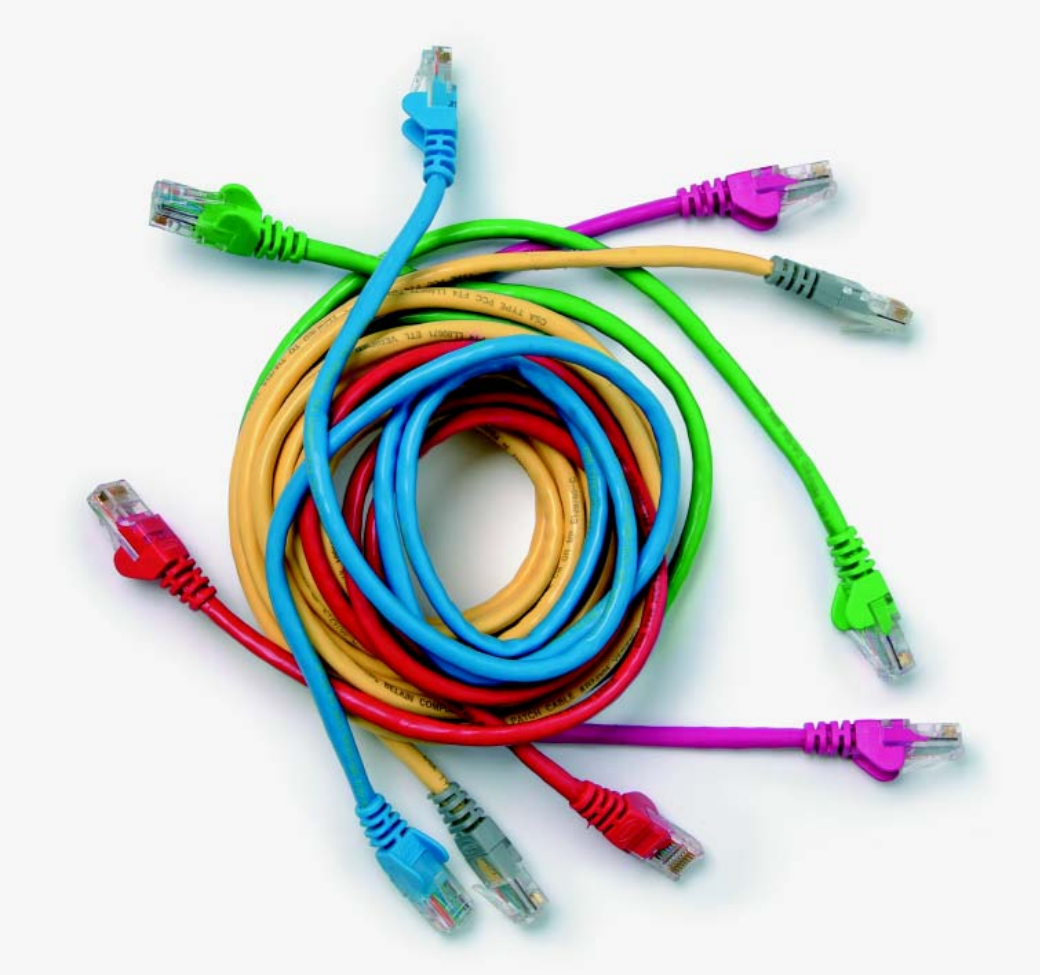
Level 2 ICT Systems monitoring and operation (7540-232)

Systems and Principles
Assignment guide for Candidates
Assignment A

www.cityandguilds.com
February 2018
Version 4.1



About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of publication. However, City & Guilds products and services are subject to continuous development and improvement, and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000 (Centres)
T +44 (0)844 543 0033 (Learners)
F +44 (0)20 7294 2413

www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Level 2 ICT Systems monitoring and operation (7540-232)

Assignment A

Introduction – Information for Candidates	2
Candidate Instructions	3

Level 2 ICT Systems monitoring and operation (7540-232) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 ICT Systems monitoring and operation (7540-232).

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 **3 hours**.

Level 2 ICT Systems monitoring and operation (7540-232)

Candidate Instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Configure system monitoring utilities
- Task B – Carry out an external visual inspection of the system and carry out checks on system utilities
- Task C – Carry out routine cleaning and maintenance procedures
- Task D – Backup and restore data

Scenario

You are employed as an ICT system operator. Your responsibilities include basic routine monitoring of the system using standard software utilities, periodically checking the system for errors and inefficiencies, and carrying out routine data backup procedures. You will be given details of the system and the utilities available to you, together with a list of routine tasks to perform. You should carry out these tasks as instructed, recording details of the task, results of tests and any problems encountered.

Task A – Configure system monitoring utilities

Task A **must** be completed first.

1 Configure operating system monitoring utilities to create log files of **four** elements of the system's performance over the period of this assignment. The elements to be monitored will be given to you by the Assessor. Take a screen print of the monitoring set up window.

Leave the system monitor running for the duration of the assignment.

Task B – Carry out an external visual inspection of the system and carry out checks on system utilities

1 Carry out an external visual inspection of all system components. Enter **four** items that you are checking for on the Routine Operator Maintenance Log sheet. Record any problems found.

2 Carry out system checks on **three** standard system utilities nominated by the Assessor. Record the checks, the results and any actions to be taken on the Routine Operator Maintenance Log sheet.

3 (Please complete Task B3 using the Answer Sheet provided.)

State **two** reasons why routine operator maintenance is important.

Task C – Carry out routine cleaning and maintenance procedures

1 Carry out a routine maintenance procedure on a printer as indicated by the Assessor and record details on the Routine Operator Maintenance Log sheet. This should include:

- paper replenishment
- ink cartridge/toner cartridge replacement and disposal
- general equipment cleaning
- altering printer default settings (provide a screen print)
- internal self-test routine
- clean and remove paper debris
- use of a PC-resident printer utility (provide a screen print).

2 Carry out a routine cleaning procedure on the following, using suitable cleaning materials and record details on the Routine Operator Maintenance Log sheet.

- Optical disk drive.
- Monitor.
- Keyboard.
- Mouse.

3 (Please complete Tasks C3, C4 and C5 using the Answer Sheet provided.)

State **three** possible consequences for the system and the user's business if equipment used for back ups is not regularly cleaned.

4 Identify **two** common methods used by peripherals to warn an operator of low levels of consumables.

5 State why it is important that any changes made to a system are documented.

Task D – Backup and restore data

1 Carry out a routine manual backup of the data files detailed by the Assessor and label any disks used.

2 Record the details on the Data Backup Log sheet.

3 Restore the data backed up in Task D1. Note the time and date of the restore in the 'Comments' section of the Data Backup Log sheet.

4 (Please complete Tasks D4, D5, D6 and D7 using the Answer Sheet provided.)

State the meaning of the following terms:

- a patch
- a release
- technical support
- an infrastructure refresh programme.

5 Identify **four** common symptoms of ICT systems failing to meet operational requirements.

6 Describe what is meant by

- service operations
- an event.

7 For **each** of the following identify a task carried out during this assignment that involves compliance with **any** of the following areas of legislation, giving reasons for each.

- Health and Safety.
- Environmental Protection.
- Data Protection.

8 When all practical tasks in this assignment have been completed, stop the monitoring and save/copy the monitoring log files into a folder identified with your name and date.

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

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0000 (Centres)
T +44 (0)844 543 0033 (Learners)
F +44 (0)20 7294 2413
www.cityandguilds.com

City & Guilds is a company registered in England and Wales (company number 16513878)