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

Systems and Principles
Assignment guide for Candidates
Assignment B

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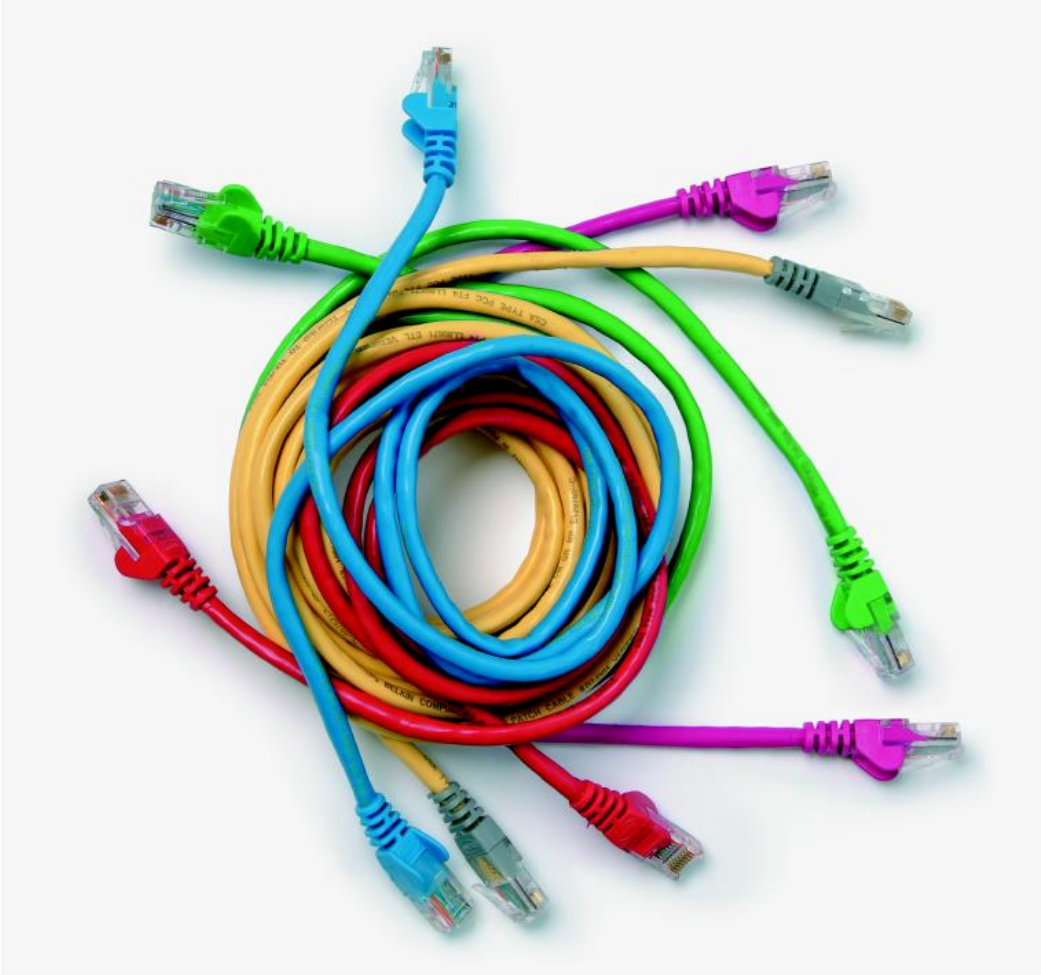
October 2017
Version 4.0



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

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 **three** tasks:

- Task A – Monitor the ICT system for correct operation
- Task B – Test and support a printing device
- Task C – Perform common system and backup procedures

Scenario

You are employed in the ICT Support Department where your main role is to resolve first line customer support requests. You have recently received technical training and your supervisor has decided that these skills could be used to improve the monitoring and operation of ICT systems.

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. Appropriate documentation will be provided for this purpose.

Task A – Monitor the ICT system for correct operation

1 Carry out a complete system audit using operating system tools or third party software. Record the details on the Hardware and Software Audit Report.

2 Carry out a complete system health check on the ICT workstation using operating system or proprietary diagnostic tools. This should include:

- check cables
- monitor system performance using **four** parameters including RAM usage
- check optical drive performance
- perform file and registry checks
- perform a disk scan.

3 Record the actions taken and the results of the tests on the System Monitoring and Operator Maintenance Log.

4 Inform the Assessor that the first set of checks has been completed.

5 Repeat the system monitoring, the file and registry checks carried out in Task A2. Record the results on the System Monitoring and Operator Maintenance Log.

6 Compare the results and record your conclusions, together with actions taken, the Answer Sheet. Follow any instructions given by the Assessor to rectify the system.

7 (Please complete Task A7, A8 and A9 on the Answer Sheet provided)

State **three** differences between a networked workstation and a PC.

8 Identify **three** input and **three** output devices and their functions used in an ICT system.

9 State the **two** areas of legislation that would be most applicable when working with cleaning chemicals that may cause harm.

Task B – Test and support a printing device

Use the peripheral supplied to you by the Assessor.

1 Obtain the correct operator manual. Load and unload all Customer Replaceable Units.

2 Record the current configuration on the Hardware and Software Audit Report.

3 Change the configuration to the settings supplied by the Assessor.

4 (Please complete Task B4, B5 and B6 on the Answer Sheet provided)

State **two** precautions that should be observed when storing A4 paper.

5 State **two** serious problems that could be caused in a printer by the use of adhesive labels.

6 State **three** precautions that must be observed when storing or transporting hard disks.

Task C – Perform common system and backup procedures

1 Backup the data indicated by the Assessor on to the supplied media.

2 Label the media and document the procedure on the Data Backup Log.

3 Create a system boot disk/CD and shut down the system.

4 Use the boot disk/CD to boot the system to the command prompt with CD-ROM support.

5 Use the command prompt to start the operating system.

6 Restore the data files backed up in Task C1. Take screen prints.

7 Record your actions in the 'Comments' section of the Data Backup Log.

8 (Please complete Task C8 and C9 on the Answer Sheet provided)

State **two** precautions that should be taken when storing 'backed up' data.

9 State **two** pieces of information that should be recorded after making a backup.

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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