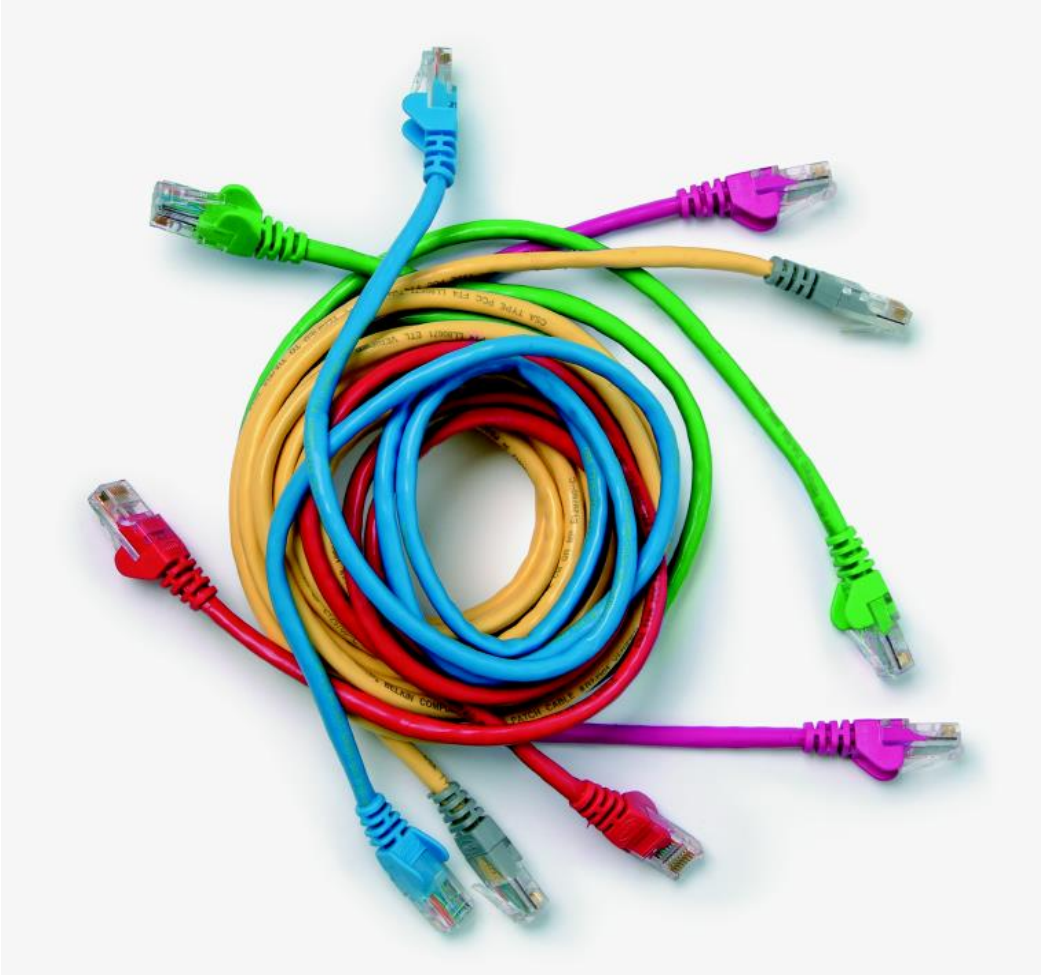
Level 2 ICT Systems monitoring and operation (7450-232)

Systems and Principles
Assignment guide for Candidates
Assignment D

www.cityandguilds.com
October 2017
Version 3.0



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Level 2 ICT Systems monitoring and operation (7450-232) Assignment D

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 ICT Systems monitoring and operation (7450-232).

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 (7450-232)

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 – Perform and record a basic maintenance procedure
- Task C – Perform common system back-up procedures

Scenario

You are employed in the ICT Support Department where your main role is to resolve first line customer support requests. Your supervisor has decided that you will carry out and record the routine monitoring and operation of an ICT system as well as a basic maintenance procedure. You will be given details of the system and the utilities available to you, together with a list of routine tasks to perform.

The system is connected to a network via a Network Interface Card (NIC). There is also a printer connected to the network.

You should carry out the following tasks as instructed, recording details of the task, results of tests and any problems encountered.

Task A – Monitor the ICT system for correct operation

Please use the Answer Sheet provided to complete Tasks A5-A7

1 Configure system monitoring utilities to graphically monitor the NIC's throughput over the period of this assignment. Using an appropriate method take a screen print of the monitoring utilities set-up window. Label this **406 Task A Printout A1**.

Identify any additional factors found in the system that may hinder performance. If any are found notify your assessor.

2 Using an appropriate method (eg screen print), record the monitoring utilities results when the system is idle. Label this **406 Task A Printout A2**.

3 Create a new folder on your desktop and rename it **Downloads**.

4 Locate a suitably large file on the network, as directed by your Assessor, and copy it to your Downloads folder, then backup this file. **Whilst the file is being copied**, take a screen print of the monitoring utilities results. Label this **406 Task A Printout A3**.

With the Assessors' permission, delete the original file and restore the file from the backup you have made, take a screen print of both the deletion and the restored file.

5 Describe **four** of the sections in a typical set of operational records.

6 State **two** reasons for complying with manufacturers' instructions and organisational procedures when monitoring the performance of ICT systems.

7 Briefly explain whether the networked system meets operational requirements.

Task B – Perform and record a basic maintenance procedure

Please use the Answer Sheet provided to complete Tasks B3 and B4

1 Carry out a routine maintenance procedure on an ICT system as indicated by your Assessor. Record details on the Routine Operator Maintenance Log Sheet.

- Carry out an external visual inspection of all system components including all external cabling and connections. Enter **three** items you are checking on the Routine Operator Maintenance Log Sheet. Record any problems found.
- Check the printer for correct operation and produce a test page.
- Perform a disk maintenance procedure as directed by your Assessor and remove any temporary and/or unwanted files. Produce a screen print of the results. Label this **406 Task B Printout B1.**

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

- Monitor
- Keyboard
- Mouse.

3 Identify **three** consumables that would be used with the ICT system for operational requirements.

4 Identify **two** common effects which can result from incorrect configuration of peripherals.

Task C – Perform common system back-up procedures

Please use the Answer Sheet provided to complete Tasks C8-C12

Produce screen prints where appropriate as evidence.

1 Configure the back-up software to perform a back-up.

2 Carry out a routine manual back-up of the data files detailed by your Assessor. Label any media used with the assignment number, your name and date.

3 Record the details on the Data Back-up Log Sheet.

4 Inform your Assessor that you have completed the back-up. Do not continue until told to do so by your Assessor.

5 Configure the back-up software to restore a back-up to a different location.

6 Restore the data backed up in Task C2 to a different location.

7 Record the details on the Data Back-up Log Sheet.

8 Identify **three** types of back-up media or hardware used to meet prescribed schedules.

9 Identify **two** factors which determine the type and quantity of back-up media needed.

10 List **six** options for back ups commonly available.

11 Identify and describe the function of **four** components in a computer system.

12 Explain the importance of using the correct procedures and materials when cleaning a monitor.

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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