

Level 3 Install, configure and upgrade ICT software (7540-362/7630-334)

Systems and Principles (QCF) Assignment guide for Candidates Assignment C



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Assignment C

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Install, configure and upgrade ICT software (7540-362/7630-334).

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 **4 hours**.

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Candidate Instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – Produce a software installation plan and test plan
- Task B – Install and configure an operating system and software
- Task C – Test the installed software
- Task D – Answer underpinning knowledge questions.

Scenario

You work as a support technician looking after IT equipment. You have been asked to install network and client operating systems and some application software in a customer's system.

The plan is to build a basic network and then add to it as required. There is a server and a workstation.

The customer has purchased the software with sufficient user licences to cover current and possible future needs.

Task A – Produce a software installation plan and test plan

- 1 Please use the Answer Sheet provided to complete Task A1.
Document the current configuration for the network, server, workstation and any hardware.
- 2 Please use the Answer Sheet provided to complete Task A2.
Document all resources needed to complete the installation, the minimum system requirements for each item of software provided and report on any compatibility issues.
- 3 Please use the Answer Sheet provided to complete Task A3.
Describe **two** methods of installing software and explain any advantages and disadvantages of each method.
- 4 Please use the Answer Sheet provided to complete Task A4.
Describe how you could automatically deploy a software application to multiple clients across a network.
- 5 Please use the Answer Sheet provided to complete Task A5.
Explain the difference between registering propriety software against that of registering freeware or shareware software.

- 6 Produce a software installation plan that allows as much software as possible to be installed remotely from the server.

Task B – Install and configure an operating system and software

- 1 Please use the Answer Sheet provided to complete Task B1.
Install the network operating system to a default location on the server. Monitor the installation of the operating system, recording any problems or errors that occur, including any action necessary to resolve them.
- 2 Please use the Answer Sheet provided to complete Task B2.
Install the client operating system onto the workstation using a custom location provided by the assessor.
Monitor the installation of the operating system, recording any problems and errors that occur and take any action necessary to resolve them.
- 3 Configure the network using the instructions provided by the assessor.
- 4 Configure the server to deploy automatically the specified software applications, provided by the assessor, over the network.
Once all the configuration options have been met, permit the automatic installation of the application software onto the workstation.
- 5 Configure and upgrade the application software as directed by the assessor.
- 6 Scan the newly installed operating system for viruses and spyware, and then perform a backup with the current configuration settings.

Task C – Test the installed software

- 1 Produce a test plan that will confirm that the operating system and application software has been successfully installed.
- 2 Please use the Answer Sheet provided to complete Task C2.
Test the system and the application software to confirm that the installations have been successful. Record the results.
- 3 Please use the Answer Sheet provided to complete Task C3.
Record all of the installed software details including:
 - publisher
 - title and version
 - licence type and conditions
 - installed location
 - server/workstation ID
 - installation key.

Task D – Answer underpinning knowledge questions

- 1 Please use the Answer Sheet provided to complete Task D1.
Briefly describe the effects the following **four** regulations have on software licensing and installation:
 - Copyright, Designs and Patents Act 1988 (as amended)
 - Berne Convention
 - Universal Copyright Convention
 - GNU General Public Licence.

- 2 Please use the Answer Sheet provided to complete Task D2.
State **one** reason why data should be backed up before adding additional software to the network.

- 3 Please use the Answer Sheet provided to complete Task D3.
When installing software applications, give **three** reasons why it may be necessary to use a 'custom' location for the files instead of the default one and explain the difference between a full installation of software and a custom installation.

- 4 Please use the Answer Sheet provided to complete Task D4.
State **three** manufacturers' sources of help that should be available when installing software.

- 5 Please use the Answer Sheet provided to complete Task D5.
Describe **two** types of changes to the system which may occur as a result of system and application software installation.

- 6 Please use the Answer Sheet provided to complete Task D6.
Describe **two** possible unwanted changes to system operation and performance that might result from additional software installation or upgrades. For **each** of the unwanted changes, describe a practical method of correcting it.

- 7 Please use the Answer Sheet provided to complete Task D7.
Explain the difference(s) between an upgrade and a full installation of an operating system.

- 8 Please use the Answer Sheet provided to complete Task D8.
Give **two** reasons why it is important, particularly in a commercial environment, to maintain accurate software installation records.
- 9 Please use the Answer Sheet provided to complete Task D9.
Give **two** examples where software should be installed on a system in a particular order.
- 10 Please use the Answer Sheet provided to complete Task D10.
Describe any **two** sources of installation media or files.
- 11 Please use the Answer Sheet provided to complete Task D11.
Identify **three** possible effects to system performance after installation of application software.
- 12 Please use the Answer Sheet provided to complete Task D12.
Explain how effective and timely installation of approved software could improve customer satisfaction.
- 13 Please use the Answer Sheet provided to complete Task D13.
List **four** items which need to be backed-up prior to software installation, and give **one** reason for each.

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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