Level 3 Maintain ICT equipment and systems 3

(7540-328/7630-338)

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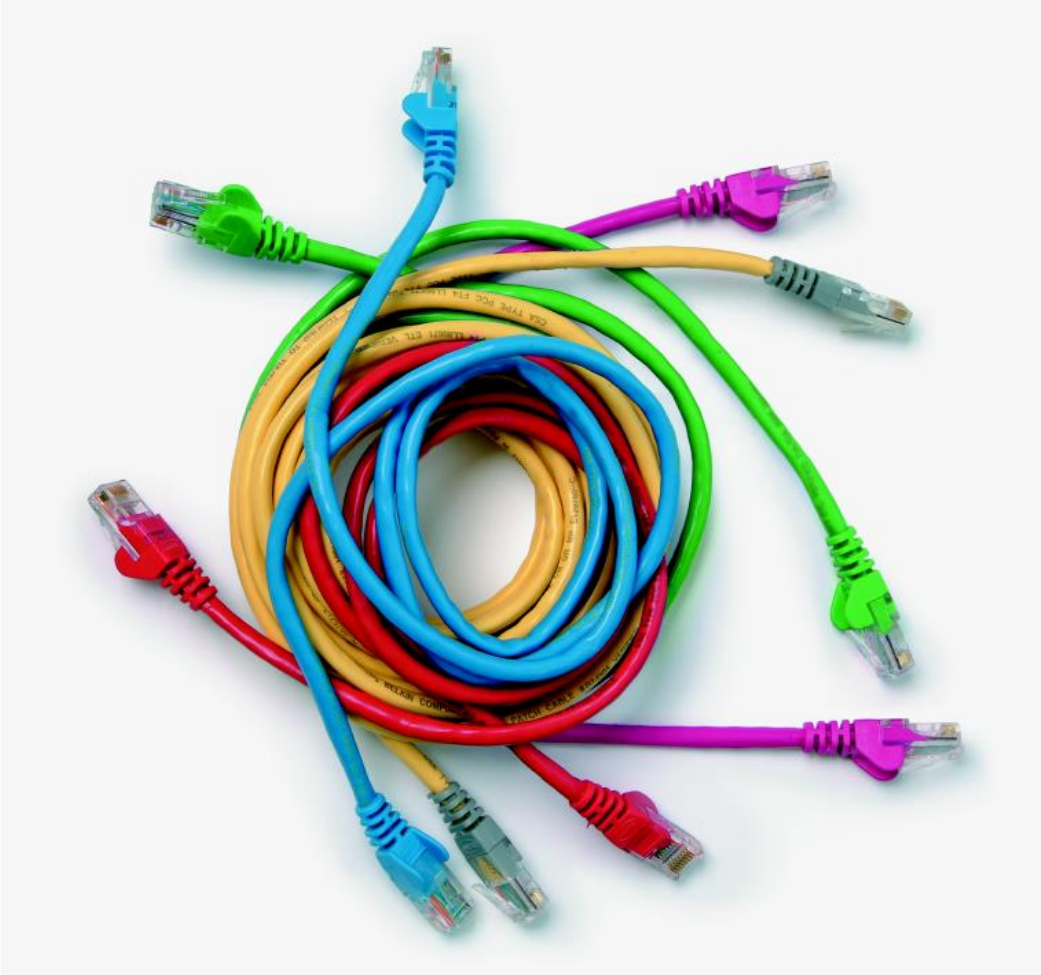
Systems and Principles
Assignment guide for Candidates
Assignment C



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Contents

Level 3 Maintain ICT equipment and systems 3 (7540-328/7630-338)

Assignment C

Introduction – Information for Candidates	2
Candidate Instructions	3

Level 3 Maintain ICT equipment and systems 3 (7540-328/7630-338) Assignment C

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Maintain ICT equipment and systems 3 (7540-328/7630-338).

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**.

Level 3 Maintain ICT equipment and systems 3 (7540-328/7630-338)

Candidate Instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – Devise a maintenance plan for desktop systems
- Task B – Devise a maintenance plan for laptop systems
- Task C – Fault-fixing

Scenario

You work for a software company that, until now, has out-sourced all of its IT system maintenance to a specialist company. In an effort to cut the maintenance budget, your CEO has asked you to take responsibility for system maintenance to see if money can be saved. To make sure that you can do the job and to make sure that the company's day-to-day operations will continue to run smoothly, your manager has asked you to give him details of information that you would need to enable you to devise maintenance plans for each of the company's systems. The company has **two** separate systems (both connected to the Internet) – the main one, used for software development and general administration, and a trials system where developed software applications are tested for operation and security vulnerabilities. The trials system is also used for routine, non-critical work.

Task A – Devise a maintenance plan for desktop systems

Your Assessor will give you a description of the system you will be working with in Tasks A and B.

1 Please use the Answer Sheet provided to complete task A1.
Briefly describe the type of information you would need to help you devise maintenance plans **and** list the best sources of information in each case.

2 Devise **two** separate maintenance plans, **one** for **each** of the **two** systems taking into account their different uses. Explain the differences between the **two** plans.

3 Please use the Answer Sheet provided to complete task A3.
Explain the importance of negotiating system priorities and availability with system users before planning maintenance activities.

Task B – Devise a maintenance plan for laptop systems

The software engineers also go out to customers' premises to install bespoke software. They do this by connecting their laptop to the customer's system and doing a network install. The software can then be customised without the use of any of the customer's workstations.

1 Please use the Answer Sheet provided to complete Task B1.
Identify the additional technical and security issues that may occur by using laptops in this way.

2 Devise a maintenance plan which categorises **each** of the maintenance operations for these laptops as predictive, preventative or remedial. Include **both** normal maintenance and the additional items needed to address the issues listed in Task B1. The plan must include at least **one** test. Indicate clearly when and how often each operation should take place.

Task C – Fault-fixing

1 Please use the Answer Sheet provided to complete Task C1.
Write down **six** relevant questions you ask the assessor which will enable you to build up sufficient information to allow you to fix the reported fault in the base unit, including external factors.

2 Please use the Answer Sheet provided to complete Task C2.
Record the answers to your questions.

3 Devise a test plan, which includes

- the information you have been given, that diagnoses and confirms the fault(s) on the base unit.
- resources required and the sources of any additional information that might be needed
- any considerations relating to appropriate legislation
- post repair checks to confirm successful repair, including benchmarks.

4 Please use the Answer Sheet provided to complete Task C4.
Arrange any suitable time slot to carry out testing and fault diagnosis on the base unit and identify the fault(s), recording the results.

5 Identify and obtain from the assessor the resources required to repair the fault identified from your tests. Carry out the repair(s) as required.

6 Select and carry out post-repair tests and checks to confirm the fault has been cleared. You should include any benchmarks that would show up any difference between expected and actual performance, with an explanation of what might cause these. Record the results on the Answer Sheet provided.

7 Remove any testing software that has been used and demonstrate to the assessor that the fault has been rectified.

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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