Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362)

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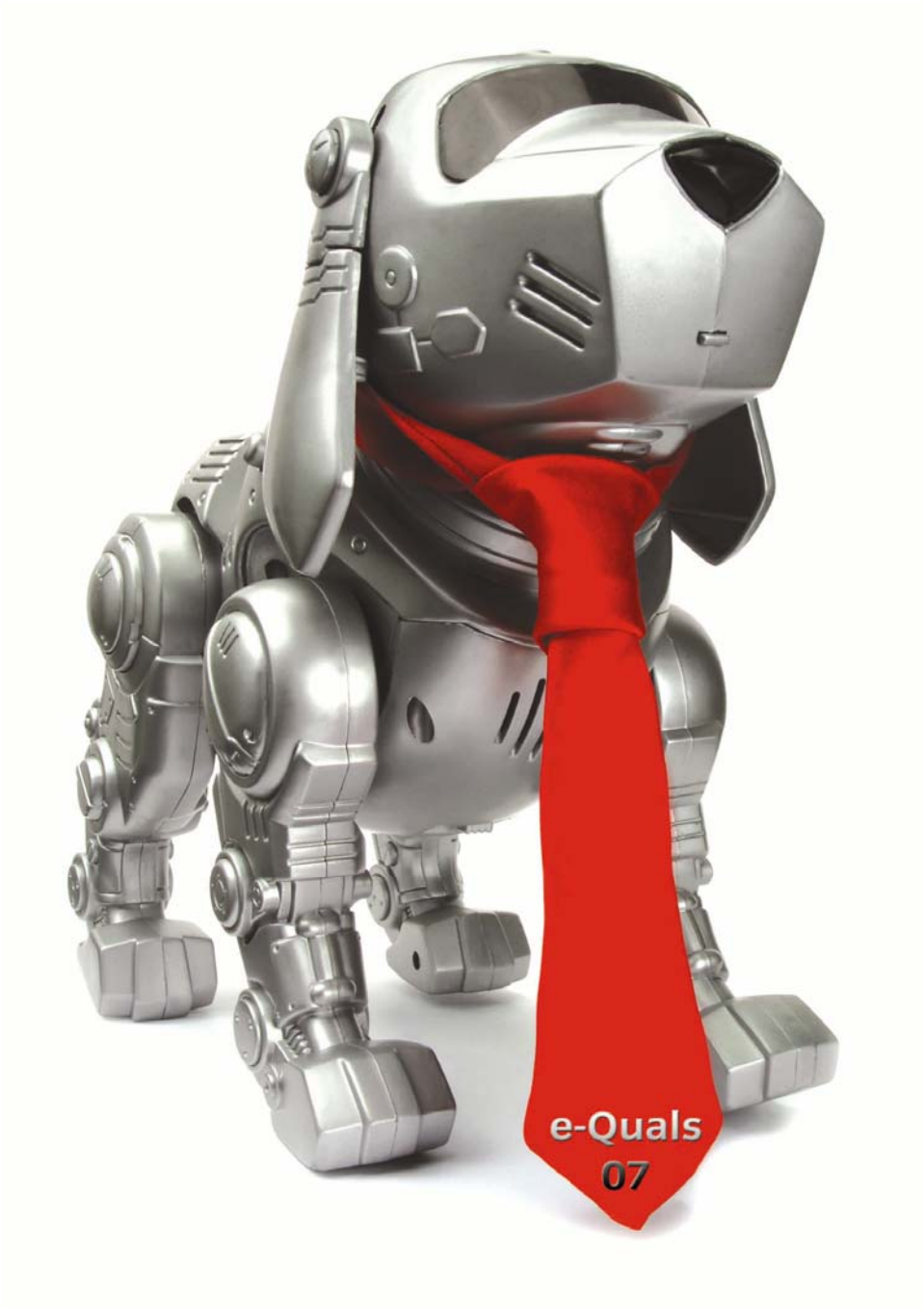
Assignment guide for Candidates
Assignment A



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Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362).

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 Install, configure and upgrade ICT software (7266/7267-504/7540-362) Candidate instructions

Time allowance: 4 hours

Assignment set up:

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

- Task A – Prepare to install software
- Task B – Install and configure software
- Task C – Test and resolve problems

Scenario

Thompson and Co. provides customer systems support for a wide variety of organisations. The company has been contracted to set up and configure a new workgroup of existing workstations. As an employee of Thompson and Co., you have been given the task of installing the required software. This assignment involves installing software on one workstation as a specimen.

You should take any necessary steps to secure the existing system and data. You should test your installation to ensure that it meets customer requirements. You must record your activities, any problems encountered and any details of the installation that need to be recorded for future reference, such as license numbers, system identification etc.

Task A – Prepare to install software

1 Prepare a written plan for a software installation. This should include the

- location
- date
- time
- expected duration
- resources required eg disks, CDs, file server locations, registration details, key or product identification numbers, documentation and any BIOS, system or network passwords and permissions
- identification of system
- location of required resources
- sequence of activities
- actions to be performed.

2 Obtain all of the resources required for the installation as identified in the plan.

3 Check removable installation media for viruses and spyware. Record the outcome using screen prints.

4 Determine and record, on your plan, the manufacturer's minimum system requirements for hardware and software.

5 Determine and record the relevant specification of the existing system on the Hardware Audit Report.

6 Take any necessary actions prior to installation, such as archiving, removing or deleting unwanted files or software. Record your actions on your plan

7 Perform back-ups of data, preserve the system configuration files and record the back-up details

Q1 Your Assessor will give you a system specification. Evaluate the system specification for installation of the software you have been given. List issues you find and report them as if they were the only issues found.

Task B – Install and configure software

1 Using the written plan prepared in Task A, install the Operating System and applications software on the PC. Make notes of all actions taken on the plan.

2 Monitor the installation and record on the plan any problems or errors that occur. Negative returns are required.

3 Configure the installed software according to the instructions you have received.

4 Following the installation and configuration, shut down the system and power off.

Q2 List **three** problems and errors that could have occurred during the installation and describe the

a) possible causes
b) corrective actions.

Task C – Test and resolve problems

1 Devise a brief post-installation test plan for the operating system and application software installed.

2 Boot the system up and test that the system operates as expected.

3 Record the outcomes of the tests.

4 Shut down the system.

5 Complete any required software registration records.

Q3 State the action should be taken if one of the software applications did not run when one of the others was running.

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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