# Level 2 Maintain ICT equipment and systems 2 (7266/7267-401/7540-228)

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July 2009
Version 2.0

## e-Quals
## Assignment guide for Candidates
Assignment B

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# Contents

## Level 2 Maintain ICT equipment and systems 2 (7266/7267-401/7540-228)

Assignment B


Introduction – Information for Candidates 2

Candidate instructions 3

# Level 2 Maintain ICT equipment and systems 2 (7266/7267-401/7540-228) Assignment B

Introduction – Information for Candidates

## About this document

This assignment comprises part of the assessment for Level 2 Maintain ICT equipment and systems 2 (7266/7267-401/7540-228).

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## 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 Maintain ICT equipment and systems 2 (7266/7267-401/7540-228)

Candidate instructions

## Time allowance: 3 hours

## Assignment set up:

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

- Task A – carry out safety inspections and tests on ESD protection equipment
- Task B – carry out repairs to a system as directed by a field engineer
- Task C – carry out post-repair testing to resolve a further system fault
- Task D – set up some basic system monitoring to record maintenance details on documentation

## Scenario

You are responsible for the routine maintenance on a customer's ICT System. You are also responsible for the testing and inspection of anti-static equipment in your company.

## Task A – Carry out safety inspections and tests on ESD protection equipment

1 Carry out a safety inspection and test the **two** items of ESD equipment that will be provided by your Assessor. You should record your test results on an Inspection Record Sheet provided by your Assessor.

Q1 Identify **two** precautions that must be taken when handling Static Sensitive Devices (SSD).

2 With reference to the images of the two items containing SSDs, indicate on **each** image the location of **three** items that are likely to be static sensitive.

3 For the two items of static sensitive equipment given, write down a specification for the correct packing material that would protect **each** item from ESD and physical damage in the post. Obtain the packing materials from your Assessor and prepare the items for posting.

## Task B – Carry out repairs to a system as directed by a field engineer

The Assessor will allocate you a workstation. You will also be given a Fault Reporting Log Sheet annotated with symptoms reported by the user and instructions for repair written by a field service engineer.

1 Make a list of the parts, consumables, tools and test equipment required. You should also consider this to be a basic Preventive Maintenance procedure on the workstation (eg cleaning) and you should include items required for this purpose.

2 Obtain the parts required for the repair and verify that they are compatible with the existing system. You should note the details of **each** component on the Fault Reporting Log Sheet.

3 Carry out the repair detailed on the Fault Reporting Log Sheet. You should note down each step in the procedure on the Troubleshooting Record Sheet. You should also note any difficulties that arise in the comments column.

## Task C – Carry out post-repair testing to resolve a further system fault

1 Mark on the System Software and Hardware Test Reports the tests you intend to do on the repaired unit.

2 Connect the repaired Unit into the workstation and carry out the tests you decided on in Task C1. Note any problems that occur on the appropriate System Test Report (hardware or software) and on the Troubleshooting Record sheet. Note: During this task, you will be assessed by your Assessor in manual handling techniques. You must inform your Assessor as soon as you are ready for this to take place.

3 Carry out further tests as necessary to diagnose the cause of any problems. Decide upon any corrective action required and ask your Assessor for the resources to complete the repair. Fully document all of your actions and decisions on the Troubleshooting Record sheet.

4 Resolve any secondary problems and test the unit to confirm the faults have been fixed, using tests chosen from the appropriate Test Reports. Fully document your actions.

## Task D – Set up some basic system monitoring to record maintenance details on documentation

1 Following post-repair tests, configure a system monitoring tool to monitor **four** different parameters. The Assessor will advise you of the required parameters and sample rates to set. Save the monitoring data in a log file. You should leave these running for approximately five minutes, then take a screen print of the monitoring screens and save the images and log files to suitable media.

2 Hand all paperwork and removable storage media to your Assessor. Ensure that your name is clearly identified on your work.

3 Sign above your name and hand all paperwork to your Assessor.

**End of assignment**

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