Level 2 Maintain ICT equipment and systems 2 (72667267-401/7540-228)

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Assignment guide for Candidates
Assignment D

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Introduction – Information for Candidates

About this document

This assignment comprises part of the assessment for Level 2 Maintain ICT equipment and systems 2 (72667267-401/7540-228).

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 (72667267-401/7540-228) Candidate instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Perform an ICT workstation risk assessment based on the given scenario and set up an ICT workstation to comply with health and safety guidelines for Display Screen Equipment (DSE)
- Task B – Identify, record and resolve ICT hardware failures
- Task C – Perform common system back-up procedures and apply corrective software maintenance to a PC

Scenario

You are employed in the IT department at a large financial organisation. As part of your role, you have been asked to perform an ICT workstation risk assessment for the receptionist located in the lobby area near to the main entrance. In addition to the risk assessment, the receptionist has reported that the CD ROM does not work on the PC and that the PC is running slower than normal. You have been given the following information:

Much of the receptionist's work involves using a telephone to take messages and redirect calls to appropriate departments. The receptionist regularly uses a computer (display screen equipment or DSE) to make appointments, record messages and respond to emails.

After working at the front desk for eight months, the receptionist was leaving work regularly with an aching shoulder and neck, and with sore eyes and a headache. The receptionist has asked the manager for a risk assessment to identify possible problems with their working arrangements and to determine where improvements could be made.

Task A – Perform an ICT workstation risk assessment based on the given scenario and set up an ICT workstation to comply with health and safety guidelines for Display Screen Equipment (DSE)

1 Using the risk assessment form provided by your Assessor, perform an ICT workstation risk assessment based on the scenario above. Identify **four** possible problems with the receptionist's working arrangements and determine where **four** improvements could be made.

2 Set up the ICT workstation provided by your Assessor whilst complying with current regulations.

- Health and safety.
- Environmental.
- Organisational requirements.

Q1 Explain a

a) hazard
b) risk.

Q2 List the **five** steps needed to be carried out during a risk assessment.

Task B – Identify, record and resolve ICT hardware failures

1 Record the faults reported by the receptionist.

2 Obtain the parts required for the repair and verify that they are compatible with the existing system. Record details of the components.

3 Replace the faulty component and record the test results.

Task C – Perform common system back-up procedures and apply corrective software maintenance to a PC

1 Carry out a routine manual back-up of the data files to a location detailed by your Assessor.

2 Record the details of the data back-up.

3 Carry out a routine operating system maintenance procedure as detailed by your Assessor (eg a disk cleanup, de-fragmentation of disk, etc). Record the procedure and results.

4 Restore the data backed up in Task C1.

5 Record the details of the restoration.

Q3 State **five** typical resources needed to carry out preventative maintenance.

Q4 Identify **five** types of back-up media used to meet prescribed schedules.

Q5 Identify **two** factors which determine the type and quantity of back-up media needed.

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

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

End of assignment

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