Level 2 Install, configure and maintain software (7266/7267-404/7540-230)

www.cityandguilds.com/e-quals07
July 2009
Version 2.0

e-Quals
Assignment guide for Candidates
Assignment B

About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)20 7294 2800
F +44 (0)20 7294 2400
www.cityandguilds.com
learnersupport@cityandguilds.com

Contents

Level 2 Install, configure and maintain software
(7266/7267-404/7540-230)

Assignment B

Introduction – Information for Candidates	2
Candidate instructions	3

Level 2 Install, configure and maintain software (7266/7267-404/7540-230) Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Install, configure and maintain software (7266/7267-404/7540-230).

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 **2 hours**.

Level 2 Install, configure and maintain software (7266/7267-404/7540-230)

Candidate instructions

Time allowance: 2 hours

Assignment set up:

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

- Task A – prepare the system and software for installation
- Task B – install and configure software
- Task C – plan and carry out post installation testing
- Task D – uninstall three applications

Scenario

You work as a support technician in a large call centre. You have been tasked with setting up a new workstation for a supervisor who needs specific software. You have completed the connections, installed the operating system and security software and have tested the hardware. You now need to install some software applications.

Task A – Prepare the system and software for installation

1 Boot up the system and find out the information requested on the recording sheet marked 'System Information'.

2 Check the details obtained in Task A1 against the system requirements for all **three** of the software applications you are about to install. Your Assessor will give details to you. Report any problems with compatibility.

3 Prepare the system for installation of the software.

a) Close unnecessary programs.
b) Back-up data files as detailed by your Assessor.
c) Gain access to the installation files.

4 Scan the installation software for malware.

Q1 This workstation will be the only one using the three applications.

a) Which type of licence would be suitable?
b) Name **two** other licence types that might be necessary if more installations of the software are planned.

Q2 Name **two** common problems found during and after software installation and give **one** possible cause for each.

Q3 Name **two** possible consequences of installing unauthorised or 'pirate' software.

Task B – Install and configure software

1 Install the word processing application; opt for the 'full' or 'standard' option where required.

2 Configure the word processor as follows.

a) Save open files every 5 minutes.
b) Insert your own details in 'user information'.
c) Set the default font to 12 point Verdana Italic.
d) Set the default page as landscape A5.
e) Visible toolbars as directed by your Assessor.

All other settings to be at default.

3 Install the spreadsheet application; opt for the 'full' or 'standard' option where required.

4 Configure the spreadsheet application as follows.

a Change the default file location to one decided by your Assessor.
b Set the macro security to Very High.
c Set to show three additional toolbars as decided by your Assessor.
d Set the username to your own name.

All other settings to be at default.

5 Install the presentation software.

6 Make **four** changes to the default settings, of the presentation software, as detailed by your Assessor.

7 Record the details of **each** of the three applications you have just installed on the software installation log.

Q4 Explain briefly in what other format the above three applications might have been installed and give **two** advantages of doing so.

Q5 Give **two** reasons why a software installation may have to be upgraded from time-to-time **and** briefly explain both.

Task C – Plan and carry out post installation testing

This task involves planning and carrying out post installation testing logged on as the end user on each of the three software applications you have just installed, using the three files you backed up in Task A3.

1 For **each** of the three installed software applications, devise and write down the test plan to test their correct functioning both individually and at the same time, using the three backed-up files to help you. You must have at least **five** tests for **each** application, plus **three** for their combined use. During the testing, each of the three files must be opened, altered by adding data and then saved under a different name.

2 Test **each** of the software applications according to your test plan and record the results on the test sheet.

Q6 Give **two** examples of testing aids that might be supplied with software applications.

Q7 Give **two** examples of utility software commonly supplied with an operating system and briefly explain their function.

Task D – Uninstall three applications

You are now asked to uninstall the three applications you installed in Task A.

1 Using the information obtainable from the running software, record the details of **each** application to be uninstalled.

2 Back-up the **six** files that were used in the software testing.

3 Uninstall the **three** applications, at least **one** should be done using the operating system uninstaller or the application's own uninstaller.

4 Reboot the system and check that the software has been successfully removed.

5 Check that the system is operating normally and close it down.

Q8 Briefly explain why installed software must **not** be removed by deletion.

Q9 State **one** example where a software application can be safely removed by deletion.

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

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com

City & Guilds is a company registered in England and Wales (company number 16513878)