Level 2 ICT Systems monitoring and operation (7266/7267-406/7450-232)

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e-Quals
Assignment guide for Candidates
Assignment A

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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

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Level 2 ICT Systems monitoring and operation (7266/7267-406/7450-232)

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 ICT Systems monitoring and operation (7266/7267-406/7450-232)

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 ICT Systems monitoring and operation (7266/7267-406/7450-232)

Candidate instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Configure system monitoring utilities
- Task B – Carry out an external visual inspection of the system and carry out checks on system utilities
- Task C – Carry out routine cleaning and maintenance procedures
- Task D – Back-up and restore data

Scenario

You are employed as an ICT system operator. Your responsibilities include basic routine monitoring of the system using standard software utilities, periodically checking the system for errors and inefficiencies, and carrying out routine data back-up procedures. You will be given details of the system and the utilities available to you, together with a list of routine tasks to perform. You should carry out these tasks as instructed, recording details of the task, results of tests and any problems encountered.

Task A – configure system monitoring utilities

Task A **must** be completed first.

1 Configure system monitoring utilities to create log files of four elements of the system's performance over the period of this assignment. The elements to be monitored will be given to you by your Assessor.

2 When all practical tasks have been completed, stop the monitoring and copy the monitoring log files onto a folder marked with your name, enrolment number and date.

Q1 State **two** reasons why routine operator maintenance is important.

Task B – Carry out an external visual inspection of the system and carry out checks on system utilities

1 Carry out an external visual inspection of all system components. Enter **four** items that you are checking for in the spaces provided on the Routine Operator Maintenance Log Sheet provided. Record any problems found.

2 Carry out system checks on **three** standard system utilities nominated by your Assessor. Record the checks, the results and any actions to be taken on the Routine Operator Maintenance Log Sheet.

Task C – Carry out routine cleaning and maintenance procedures

1 Carry out a routine maintenance procedure on a printer as indicated by your Assessor and record details on the Routine Operator Maintenance Log Sheet.

- Paper replenishment.
- Ink cartridge/toner cartridge replacement and disposal.
- General equipment cleaning.
- Altering printer default settings (provide a screen print).
- Internal self-test routine.
- Head cleaning.
- Print alignment.
- Use of a PC-resident printer utility (provide a screen print).

2 Carry out a routine cleaning procedure on the following, using suitable cleaning materials and record details on the Routine Operator Maintenance Log Sheet.

- Optical disk drive.
- Monitor.
- Keyboard.
- Mouse.

Q2 State **three** possible consequences for the system and the user's business if equipment used for back ups is not regularly cleaned.

Q3 Identify **one** task carried out during this practical assignment that involves compliance with **each** of the following areas of legislation, giving reasons for each.

a) Health and Safety
b) Environmental Protection
c) Data Protection.

Task D – Back-up and restore data

Produce screen prints where appropriate as evidence.

1 Carry out a routine manual back up of the data files detailed by your Assessor and label any disks used.

2 Record the details on the Data Back-up Log Sheet.

3 Inform your Assessor that you have completed the back up. Do not continue until told to do so by your Assessor.

4 Restore the data backed up in Task D1.

5 Record the details on the Data Back-up Log Sheet.

Q4 Identify **two** common methods of warning an operator of low levels of consumables.

Q5 State **three** reasons for backing up data on a regular basis.

6 Now go back to Task A2 to complete the assignment.

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

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

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

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