Level 2 ICT Systems monitoring and operation (7266/7267-406/7540-232)

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Assignment guide for Candidates
Assignment B

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Level 2 ICT Systems monitoring and operation (7266/7267-406/7540-232) Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 ICT Systems monitoring and operation (7266/7267-406/7540-232).

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 (7266/7267-406/7540-232)

Candidate instructions

Time allowance: 3 hours

Assignment set up:

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

- Task A – Monitor the ICT system for correct operation
- Task B – Test and support a printing device
- Task C – Perform common system and back-up procedures

Scenario

You are employed in the ICT Support Department where your main role is to resolve first line customer support requests. You have recently received technical training and your supervisor has decided that these skills could be used to improve the monitoring and operation of ICT systems.

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. Appropriate documentation will be provided for this purpose.

Task A – Monitor the ICT system for correct operation

1 Carry out a complete system audit using operating system tools.

2 Carry out a complete system health check on the ICT workstation using operating system and proprietary diagnostic tools.

- Clean filters.
- Check cables.
- Monitor system performance using **four** parameters including RAM usage.
- Check optical drive performance.
- Perform file and registry checks.
- Perform a disk scan.

3 Record the results of the tests on the System Monitoring and Operator Maintenance Log.

4 Inform your Assessor that the first set of checks has been completed.

5 Repeat the system monitoring and the file and registry checks carried out in Task A1. Record the results on the System Monitoring and Operator Maintenance Log.

6 Compare the results and record your conclusions, together with actions taken, on a Customer Support Visit Report Form. Follow any instructions given by your Assessor to rectify the system.

7 Using operating system tools, carry out **two** system optimisation procedures as directed by your Assessor.

Q1 State **two** advantages of a client server network over a peer-to-peer network.

Q2 State **three** differences between the specification for the design of a departmental server and that of an ICT workstation.

Q3 State the **two** areas of legislation that would be **most** applicable when working with cleaning chemicals that may cause harm.

Task B – Test and support a printing device

Use the peripheral supplied to you by your Assessor.

1 Obtain the correct operator manual.

2 Load and unload all Customer Replaceable Units.

3 Record the current configuration on the Hardware and Software Audit Report.

4 Change the configuration back to the desired settings supplied by your Assessor.

5 Design a simple form to show what type of information would be required when logging a support call. Include **five** pieces of information that would be required.

Q4 State **two** precautions that should be observed when storing A4 paper.

Q5 State **two** serious problems that could be caused in a printer by the use of adhesive labels.

Task C – Perform common system and back-up procedures

Use the back up facility provided by your Assessor to perform the following procedures.

1 Back up the data indicated by your Assessor onto the media supplied.

2 Label the media and document the procedure.

3 Create a system recovery disk and shut down the system.

4 Use the recovery disk to boot the system to the command prompt with CDROM support.

5 Use a disk utility to check for errors on the hard drive.

6 Manually start the operating system from the hard drive.

7 Restore the data files backed up in Task C1.

8 Record your actions on the Customer Support Visit Report.

Q6 State **two** precautions that should be taken when a customer stores 'backed up' data.

Q7 State **two** pieces of information that should be recorded after making a daily back up.

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

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

End of assignment

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