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

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Assignment guide for Candidates
Assignment C

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

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 **three** tasks

- Task A – Use system monitoring utilities
- Task B – Operate and maintain peripherals
- Task C – Perform a back-up and restoration of 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, routine cleaning and maintenance 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.

All evidence, including screen prints, **must** be correctly referenced with your name, date and Task number.

Task A – Use system monitoring utilities

1 On the supplied computer, set up the system to enable boot logging. Restart the machine and then open the boot log. Print a section of this log, which contains at least one error. Explain why the error has occurred.

2 Open the event viewers for **three** areas of the system. Alter the settings so that only errors and warnings are shown. Print a section (as directed by your Assessor) of each event log.

3 Choose **one** of the event logs and explain **one** error or warning from it.

Q1 List **four** common symptoms of an ICT system failing to meet operational requirements.

Q2 List **ten** items that should be recorded in typical operational records.

Task B – Operate and maintain peripherals

1 Carry out a routine maintenance procedure on the supplied printer. Record the details on the Routine Operator Maintenance Log Sheet.

- Carry out general equipment cleaning.
- Replace any required items.
- Use a PC resident utility to print a test page.
- Report any problems, which cannot be rectified by the operator, on the Fault Reporting Log Sheet.

2 Carry out a routine maintenance procedure on the supplied scanner or fax. Record the details on the Routine Operator Maintenance Log Sheet.

- Carry out general equipment cleaning.
- Replace any required items.
- Use a PC resident utility to print a test page.
- Report any problems, which cannot be rectified by the operator, on the Fault Reporting Log Sheet.

Q3 List **three** consequences of using incorrect procedures or materials when cleaning ICT systems.

Q4 List **five** common problems in ICT systems which can be detected by visual checks.

Task C – Perform a back-up and restoration of data

1 Carry out a mirror back-up of the entire system using the supplied additional hard drive and 3rd party software.

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

3 Replace the original hard drive with the one containing the back-up that you have just made.

4 Restart the system and prove that the back-up was successful.

5 Replace the original hard drive and carry out a system restore from the back-up drive to the original hard drive.

6 Record the details on the Back-up Log Sheet.

Q5 List **six** items of commonly available hardware suitable for backing up software and data.

Q6 List **six** factors to be considered when selecting back-up procedures.

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.

End of assignment

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