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

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Assignment guide for Candidates
Assignment D

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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 – monitor the ICT system for correct operation
- Task B – perform and record a basic maintenance procedure
- Task C – perform common system and backup procedures

Scenario

You are employed in the ICT Support Department where your main role is to resolve first line customer support requests. Your supervisor has decided that you will carry out and record the routine monitoring and operation of an ICT system as well as a basic maintenance procedure. You will be given details of the system and the utilities available to you, together with a list of routine tasks to perform.

The system is connected to a network via a Network Interface Card (NIC). There is also a printer connected to the network.

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 Configure system monitoring utilities to graphically monitor the NIC's throughput over the period of this assignment. Using an appropriate method take a screen print of the monitoring utilities set-up window. Label this **406 Task A Printout A1**.

2 Using an appropriate method (eg screen print), record the monitoring utilities results when the system is idle. Label this **406 Task A Printout A2**.

3 Create a new folder on your desktop and rename it **Downloads**.

4 Locate a suitably large file on the network, as directed by your Assessor, and copy it to your Downloads folder. **Whilst the file is being copied**, take a screen print of the monitoring utilities results. Label this **406 Task A Printout A3**.

Q1 What does the difference between Printout A2 and Printout A3 indicate?

Q2 State **two** reasons for complying with manufacturers' instructions and organisational procedures when monitoring the performance of ICT systems.

Q3 Briefly explain whether the networked system meets operational requirements.

Task B – Perform and record a basic maintenance procedure

1 Carry out a routine maintenance procedure on an ICT system as indicated by your Assessor. Record details on the Routine Operator Maintenance Log Sheet.

a) Carry out an external visual inspection of all system components including all external cabling and connections. Enter three items you are checking on the Routine Operator Maintenance Log Sheet. Record any problems found.

b) Check the printer for correct operation and produce a test page.

c) Perform a disk maintenance procedure as directed by your Assessor and remove any temporary and/or unwanted files. Produce a screen print of the results. Label this **406 Task B Printout B1**.

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

- Monitor.
- Keyboard.
- Mouse.

Q4 Identify **three** consumables that would be used with the ICT system for operational requirements.

Q5 Identify **two** common effects which can result from incorrect configuration of peripherals.

Task C – perform common system and backup procedures

Produce screen prints where appropriate as evidence.

1 Configure the backup software to perform a backup.

2 Carry out a routine manual backup of the data files detailed by your Assessor. Label any media used with the assignment number, your name and date.

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

4 Inform your Assessor that you have completed the backup. Do **not** continue until told to do so by your Assessor.

5 Configure the backup software to restore a backup to a different location.

6 Restore the data backed up in Task C2 to a different location.

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

Q6 Identify **three** types of backup media or hardware used to meet prescribed schedules.

Q7 Identify **two** factors which determine the type and quantity of backup media needed.

Q8 List **six** options for backups commonly available.

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

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

End of assignment

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