# Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362)

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## e-Quals
## Assignment guide for Candidates
Assignment D

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# Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362) Assignment D

Introduction – Information for Candidates

## About this document

This assignment comprises all of the assessment for Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362).

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## 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 **4 hours**.

# Level 3 Install, configure and upgrade ICT software (7266/7267-504/7540-362) Candidate instructions

## Time allowance: 4 hours

## Assignment set up:

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

- Task A – Plan and prepare for software installation
- Task B – Install and configure software
- Task C – Check the installed software

## Scenario

You work as a support technician in a large call centre and you have been tasked with setting up a workstation for a new manager. All of the physical connections have been made and you have been told that the allocated hardware is adequate for the job.

You need to install a client operating system, set up a network user account and install some application software before handing the workstation to the manager. All of the application software for installation is held on a central server and needs to be installed over the network.

The client operating system is to be installed from removable media.

Your manager has asked you to keep records of all relevant details of the installation so that they can be entered on the central support database.

## Task A – Plan and prepare for software installation

1 Make sure the workstation's physical connections are properly made and make a record of them as part of the installation records.

2 Perform an audit using the workstation's BIOS.

3 Obtain the manufacturer's minimum system requirements for the software you are going to deploy.

4 Compare the minimum system requirements with the audit to ensure the workstation is suitable.

5 Make a record of the software applications and operating system you are going to install noting the

a) publisher
b) title and version
c) license type and conditions
d) license key
e) required configuration settings.

6 Produce an installation and test plan for the software stating the

a) order of installation
b) post-installation checks
c) system capacity checks.

7 Note, in the test results, any failure to meet minimum system requirements. Investigate the cause. Record the cause and your recommended remedy. Ask your Assessor for the appropriate components and resolve the problem.

## Task B – Install and configure software

1 Prepare the PC hard drive for a clean installation of the client operating system.

2 Install, configure and test the client operating system using the settings provided by your Assessor.

3 Configure the server to automatically deploy the software applications, provided by your Assessor, over the network. Ensure the installation files are transferred.

4 Record the configuration settings of the automated deployment software.

5 Following the installation plan you produced in Task A3, install **each** of the software applications and configure them as directed by your Assessor.

- Office suite
- Anti virus
- Anti spyware.

6 Record the configuration details for **each** application.

- Office suite
- Anti virus
- Anti spyware

7 Create a network user account as directed by your Assessor to test the installed software.

## Task C – Check the installed software

1 Following the test plan you produced in Task A3, check each of the installed items of software and the OS for correct installation and operation. Record the results.

2 Scan the installation for viruses and spyware.

3 Assemble all of the records into one installation report including any corrective actions you took.

Q1 For the following items of data, use examples to explain what data is normally given in typical software minimum system requirements. Include units **and** state why the information is important.

a) Processor.
b) RAM size and type.

Q2 For the following software installation methods used on networks, describe their relative effects on overall installation time, support technician time and user convenience.

a) Deployment utility
b) Locally from CD

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

## End of assignment

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