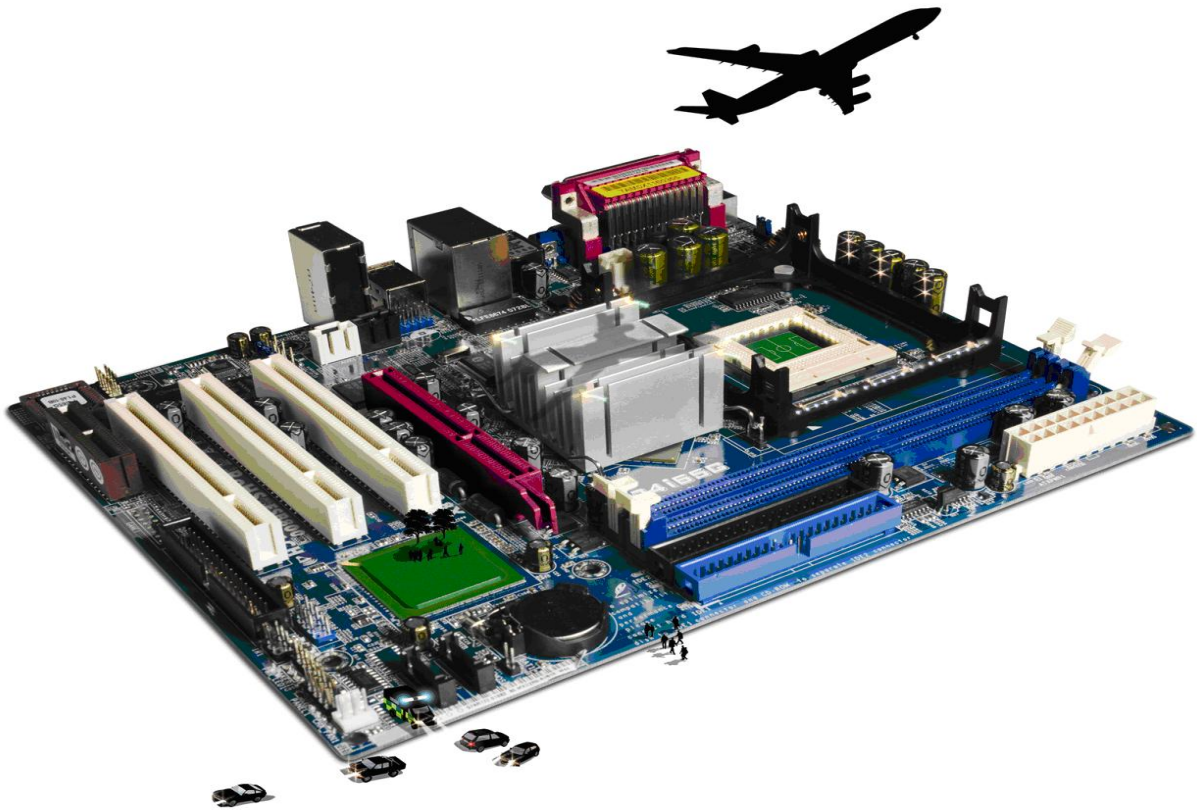
Level 1 Optimise IT System Performance (OSP 7574-104)

ITQ (QCF)
Assignment guide for Candidates
Assignment B

www.cityandguilds.com
june 2010
Version 1.0



About City & Guilds
City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* on the City & Guilds website also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000 (Centres) **www.cityandguilds.com**
T +44 (0)844 543 0033 (Learners) **learnersupport@cityandguilds.com**

Contents

Unit 104 – Optimise IT System Performance Level 1

Assignment A

Introduction – Information for Candidates	2
Candidate instructions	3

Level 1 Optimise IT System Performance (OSP 7574-104)

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 1 Optimise IT System Performance (OSP 7574-104).

Health and safety

You are responsible for maintaining the safety of others as well as your own. You are asked to work safely at all times.

You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements.

Time allowance

The recommended time allowance for this assignment is **one and a half hours**.

Level 1 Optimise IT system performance (OSP 7574-104)
Candidate instructions

Time allowance: one and a half hours

The assignment:

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

- Task A - Protect hardware and software
- Task B - File management
- Task C - IT Problems and customise working environments

Scenario

You work in a school as an Administrator and it is known that you have some technical knowledge of PC Maintenance.

The Head Teacher has asked you to perform some routine tasks on the computers and provide advice on protecting the computer equipment, as well as identifying common IT problems.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Protect hardware and software

1 Switch on your machine and log on.

2 In order to help understand the computer you are using list the following information on the **Answers** document, provided by your assessor:

- The make and the model
- The operating system version
- The storage size of the hard drive
- The amount of installed RAM.

3 On your **Answers** document give **two** examples of steps that can be taken to protect computer hardware from loss or damage.

4 Schedule your antivirus software to run every Saturday at 4pm. Take a screen print to show this and paste it into your **Answers** document.

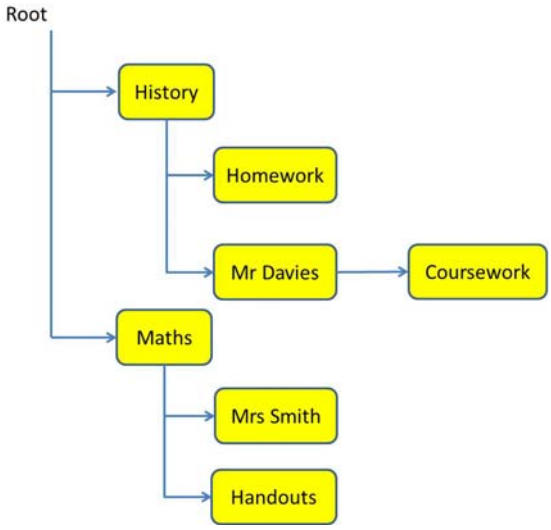
5 Install the scanner you have been given and scan in the sheet of text supplied. Save the scanned image to your work area.

Continued over…

Task B – File management

As part of organising yourself at school you need to create the following file structure.

1 Create the following folders and subfolders in your work area:



2 On your **Answers** document answer the following question:

Why is it important to make regular backups of your work?

3 Create a backup of your **History** folder and rename it with a name that identifies it as a back up.

4 Find your scanned image file from Task A5 and move it to your **Homework** subfolder of the **History** folder.

Task C – IT Problems and customise working environments

1 Using your **Answers** document, give **one** example of a common fault or problem that may occur with each of the following:

- Printer
- Monitor
- Keyboard

Continued over…

2 On your **Answers** document answer the following:

Give **two** examples of where you can gain access to expert advice if you are unsure of how to resolve any of the faults you have listed.

3 Change the screen saver and set it to run after 15 minutes take a screen print of the display properties to show this.

Paste it into your **Answers** document.

4 Change the time on the clock to 6pm to appear either as a 12 or 24 hour format and take a screen print to show this.

5 Save your **Answers** document.

6 Demonstrate to your assessor how to refill the printer with paper.

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

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

City & Guilds is a company registered in England and Wales (company number 16513878)