Level 2 Optimise IT system performance (OSP 7574-204)

ITQ (QCF)
Assignment guide for Candidates
Assignment A

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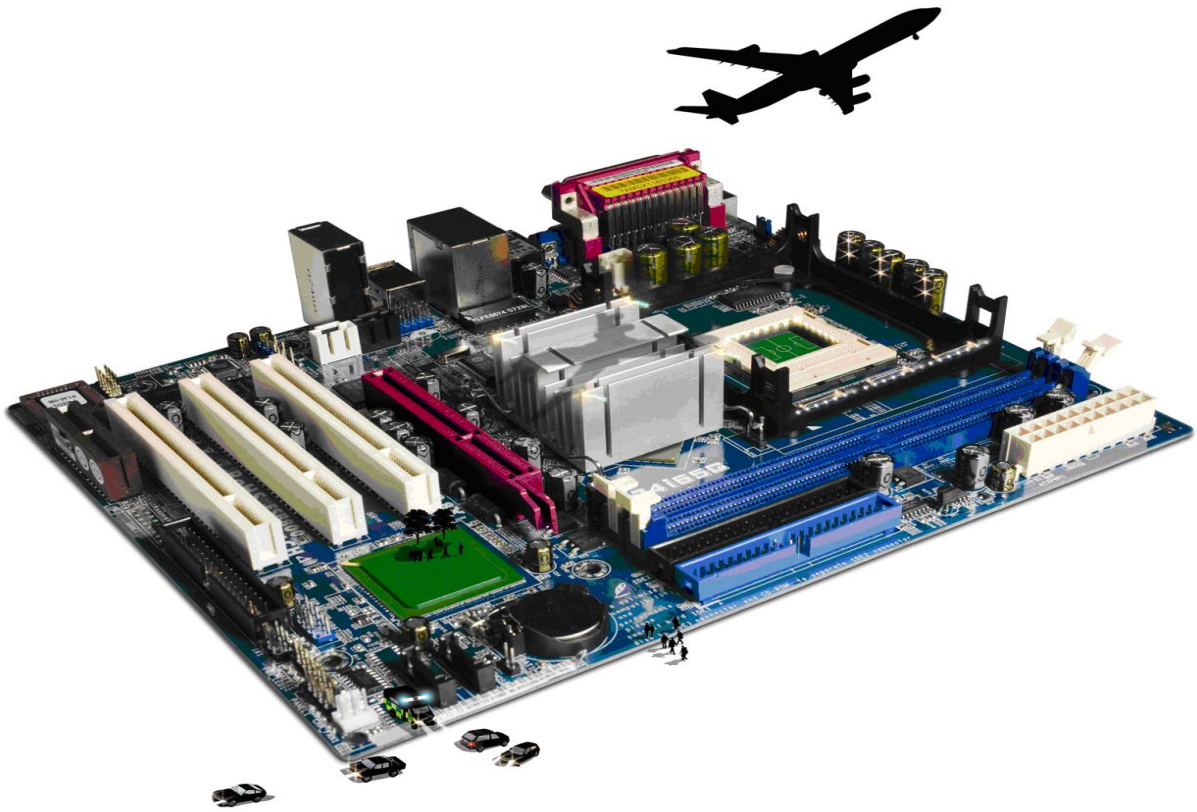

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Level 2 Optimise IT system performance (OSP 7574-204) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Optimise IT system performance (OSP 7574-204).

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 **two and a half hours**.

Level 2 Optimise IT system performance (OSP 7574-204) Candidate instructions

Time allowance: Two and a half hours

The assignment:

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

- Task A - Configure and install hardware and software
- Task B - Create, configure and share folders
- Task C - Create a back up
- Task D - Underpinning knowledge

Scenario

You have been recruited by Global Sales Ltd. to work in their ICT services department, your role is a junior role within the department primarily handling user requests, software and software installations. Your role also involves supporting the wider team when there is the need.

You are required to use the Fault Log provided to log any errors as you complete each task.

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

Task A – Configure and install hardware and software

Throughout this assignment you should maintain the Fault Log provided with a record of each fault, the area reporting the fault and your remedy.

1 As one of your first tasks you have been asked to install the selected antivirus software onto to a computer, and download the updates relevant for that software.

Take a screen print of the software being updated. Paste this into the **Answers** document, provided by your assessor.

2 The computer you have just installed the antivirus on also needs to be configured so that remote access is enabled. This is standard on all of the computers at Global Sales Ltd.

3 The marketing department have requested a computer to use in a presentation.

Connect the projection device you have been given for the marketing department, test the connection.

They also need a printer to be connected. Connect the printer and install any device drivers. Print a test page.

Continued over…

Task B – Create, configure and share folders

1 The Sales department have requested some support; they are having problems creating an appropriate file structure for their customers.

Use the following information to create a suitable file structure:

They have sales within the following regions:

- Europe, North America and North Africa.

Within these regions they have customers in the following countries:

- Europe: UK, France, Germany, Spain and Belgium
- North America: USA and Canada
- North Africa: Egypt, Morocco and Algeria.

Each of the three areas has a sales director that requires access to the folder of each country within their area.

Please ensure all folders are configured as shared.

Task C – Create a back up

1 Create a backup of the file structure that you created in **Task B**, and restore it to a different computer.

2 Save your Fault Log to your work area with the name Fault Log(*your initials*).

Task D – Underpinning knowledge

1 Using your **Answers** document, describe **two** main functions of the computer operating system.

2 Describe the importance of using folders, subfolders and archiving redundant files.

3 What is the difference between data and system files?

4 List **two** examples of where you would seek expert advice if an error message was displayed that you didn't understand?

5 Describe **two** methods of optimising the performance of a computer system.

6 What is the purpose of enabling automatic updates for software?

7 Close any open applications and log off.

Continued over…

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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