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

ITQ (QCF)
Assignment guide for Candidates
Assignment B

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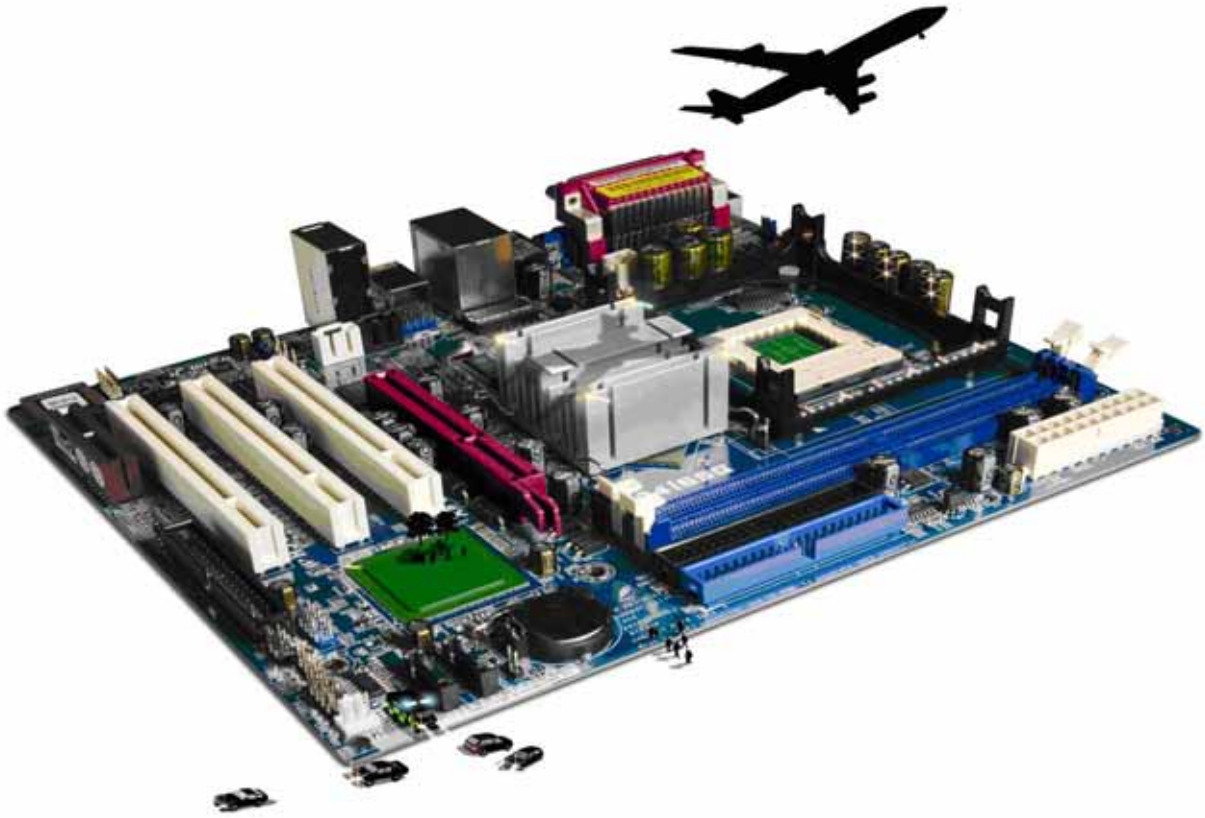

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Level 2 Optimise IT system performance (OSP 7574-204) Assignment B

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 hours**.

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

Time allowance: two 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 - Creating a back up and seeking advice
- Task D - Underpinning Knowledge

Scenario

You work for International Commerce Technologies Ltd, in their IT support team, your role is to handle IT user requests, software installations and basic IT maintenance.

You are required to use the Fault Log provided to record 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

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

2 You have been asked to install antivirus software onto a computer system.

Using the **Answers 204 B** document, take a screen print of the software installation process.

If available, download any relevant updates available for that software.

Configure the installed antivirus software so that it automatically performs a scan at 10am each day.

Using your **Fault Log** record any errors that may occur. If no errors occur record this in your **Fault Log**.

3 The system you are using also needs to be configured to allow remote access. Carry out the necessary steps to achieve this.

Using your **Fault Log** record any errors that may occur. If no errors occur record this in your **Fault Log**.

4 A department within the company has requested a computer that can be used to give presentations to external clients.

Connect the projection device you have been given and test this connection.

This department also requires a printer. Connect the printer and install any device drivers required.

Set this printer as the default printer.

Test the connection by printing a test page.

Using your **Fault Log** record any errors that may occur. If no errors occur record this in your **Fault Log**.

Task B – Create, configure and share folders

1 The Customer Relations department have requested some IT support; they are having difficulties creating an appropriate file structure for their clients.

Use the following information to create a suitable hierarchical file structure within one main folder:
Customers are located in the following geographical regions:

- Europe
- North America
- Asia

Within these regions, customers are located in the following countries:

- Europe:
  - UK
  - Germany
  - Italy
  - Spain
- North America:
  - USA
  - Canada
- Asia:
  - China
  - Japan

Each of the **three** regions has a Customer Relations manager that requires access to the folder of each country within supervision.

To support this, ensure all folders are configured to allow sharing.

Task C - Creating a back up and seeking advice

1 Create a backup of the file structure that you created in Task B to a different computer or an external storage device.

2 During the backup procedure the system stops responding. Using your **Answers 204 B** document, describe what may have caused this system problem.

3 Using your **Answers 204 B** document, give **two** examples of where to seek expert advice to solve an IT problem.

4 Save your Fault Log to your work area with the name **Fault LogXX** (**where XX are your initials**).

Task D - Underpinning Knowledge

1 Using your **Answers 204 B** document, describe **two** features and one function of the computer operating system.

2 Using your **Answers 204 B** document, describe how productivity can be improved by using folders and subfolders to store information.

3 Using your **Answers 204 B** document, explain how unwanted files affect system performance and what can be done to resolve this.

4 Using your **Answers 204 B** document, explain the difference between data and system files.

5 Using your **Answers 204 B** document, give one example of a benefit and one example of a drawback from upgrading software.

6 Using your **Answers 204 B** document, explain the purpose of a software patch.

7 Save your **Answers 204 B** document and your Fault Log to your work space and close all open applications.

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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