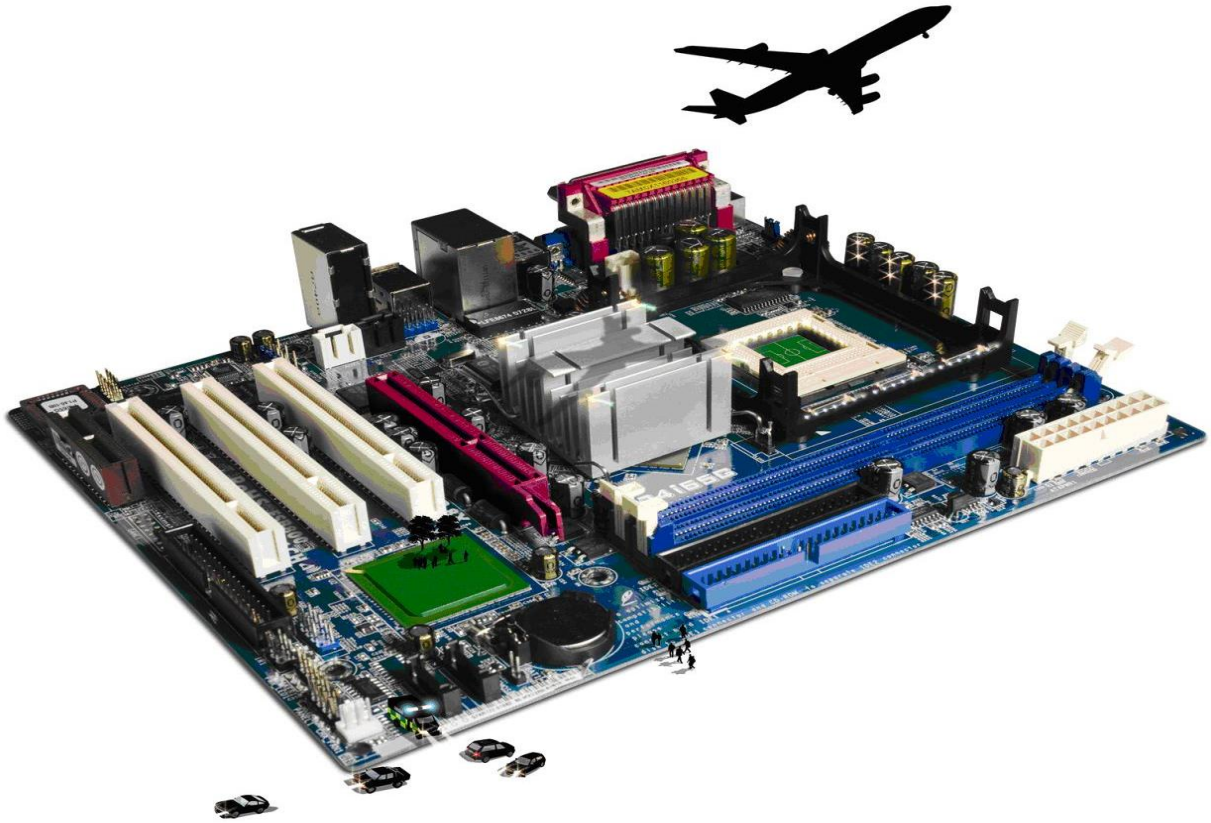
City& Guilds Level 3 Optimise IT system performance (OSP 7574-304)

ITQ

Assignment guide for Candidates

Assignment A

www.cityandguilds.com
January 2024
Version 2.1



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 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 (see the City & Guilds website) also apply.

Contains public sector information licensed under the Open Government Licence v3.0.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below.

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
5-6 Giltspur Street
London EC1A 9DD
www.cityandguilds.com

Contents

Unit 304 – Optimise IT system performance Level 3

Assignment A

Introduction – Information for Candidates	*3*
Candidate instructions	*4*

Level 3 Optimise IT system performance (OSP 7574-304) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Optimise IT system performance (OSP 7574-304).

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 3 Optimise IT system performance (OSP 7574-304) Candidate instructions

Time allowance: two and a half hours

The assignment:

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

- *Task A – Installing software and configuration*
- *Task B – Planning system upgrades*
- *Task C – Fault finding and recording*
- *Task D – Underpinning knowledge*

Scenario

You are employed as a trainee networking technician for a small company. As a part of your training you have been set a number of tasks to improve your practical skills. In addition, your employer has set a series of questions in order to assess your current knowledge.

Note*: The times for this assignment relate to the completion of logs and the answering of questions only. Any installations etc are outside of the assignment time and can be performed on any available type of computer (eg stand alone, networked or laptop).*

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

Task A – Installing software and configuration

1 *Using the* **Installation Log** *provided by your assessor, complete the seven tasks that have been set.*

Use the **Installation Log** *to record the actions taken and any tests that were performed and their result.*

Note: *Before moving onto another task, ensure that your assessor has observed the installation, configuration or any testing.*

Task B – Planning system upgrades

1 *Your employer intends to upgrade the current network operating system and change the office application software on all workstations.*

Create a plan to manage changes and name the document **Software Upgrade XX** *(where XX are your initials).*

2 *Using the document* **Software Upgrade XX**, *describe how the implementation of the upgrade will be monitored.*

3 *Using the document* **Software Upgrade XX**, *describe the contingency plans that would need to be put into place in order to recover data in the event of a system failure.*

Task C – Fault finding and recording

1 *You have been tasked to solve a fault that is occurring on a stand alone PC. It has been reported that at the same time every day the computer slows down for some considerable time affecting work then returns to its normal speed.*

Use the **Fault Log** *provided by your assessor to record the PC identification details in the relevant fields and the following actions.*

2 *Use an appropriate fault-finding procedure that monitors hardware performance to assist in determining the cause of the problem.*

3 *Record the actual fault details.*

4 *Document any investigation or actions taken, including the use of any diagnostic tools, along with any tests with both the expected and actual outcomes.*

5 *Record whether or not the problem has been resolved satisfactorily.*

6 *Use the additional notes section of the* **Fault Log** *to guide other technicians towards selecting and using appropriate resources should they have to respond to a similar fault in the future.*

Task D – Underpinning knowledge

1 *Your employer has set a series of questions for you to answer. Using the* **Answers 304A** *document provided by your assessor, answer the questions and ensure that your name and today's date is recorded.*

Identify **three** *precautions that could be taken to protect hardware from loss or damage.*

2 *Explain the factors that should be taken into account when choosing an operating system for a workstation.*

3 *Explain why routine fault-finding procedures are important and how they can improve productivity.*

4 *Explain how system performance can be improved by undertaking routine file housekeeping of the information stored on a computer system.*

5 *Describe the difference between a data file and a system file.*

6 *List **three** sources of information when expert advice is needed and state any advantages or disadvantages that may apply.*

7 *When planning routine maintenance, state **two** factors that should be taken into consideration.*

8 *A company has a server and 25 workstations, describe both the benefits and any drawbacks that could be encountered when upgrading the operating system.*

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. City & Guilds is a trademark of City & Guilds Limited.

City & Guilds
Giltspur House
5–6 Giltspur Street
London
EC1A 9DE

cityandguilds.com/about-us