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

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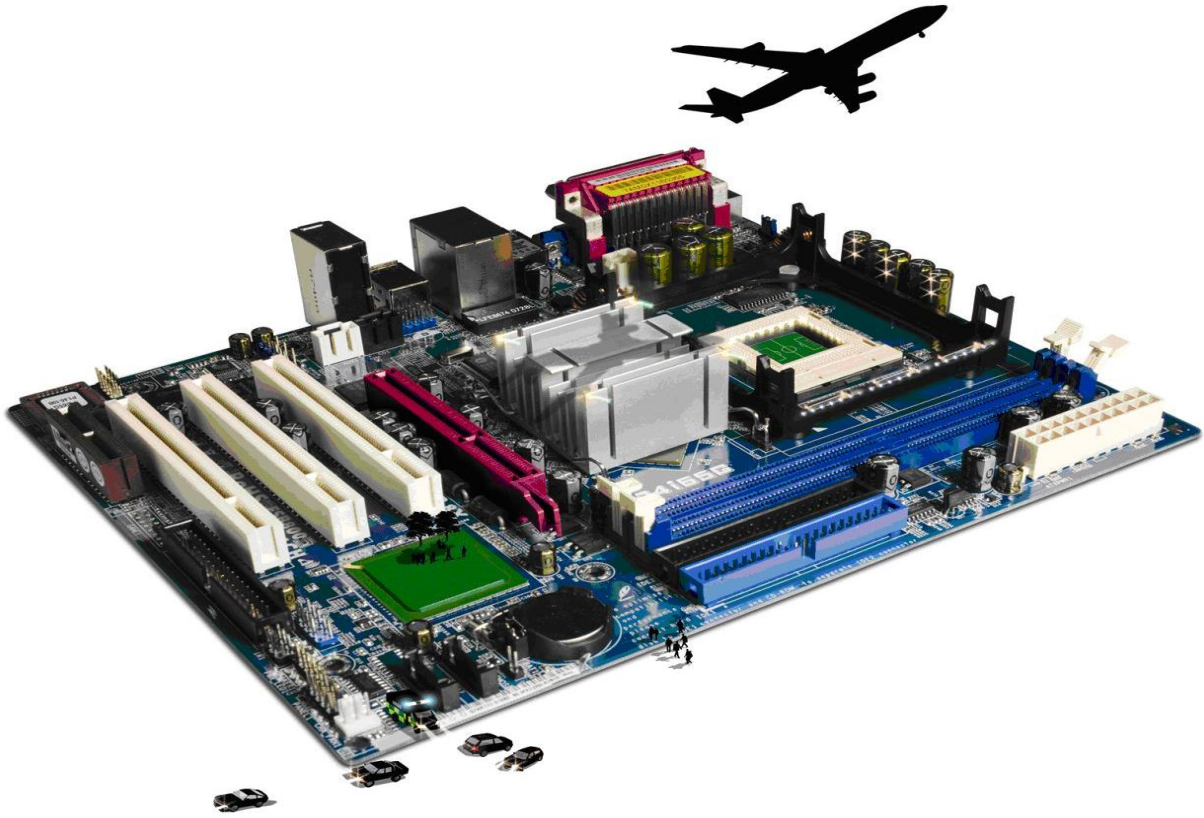
ITQ
Assignment guide for Candidates
Assignment B



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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 - Create maintenance plan***
- ***Task B - Using maintenance plan***
- ***Task C - Sharing files***
- ***Task D - Underpinning knowledge***

Scenario

You work for Pear Computers UK Ltd in their ICT services department, your role is a senior role, the systems at Pear Computers UK Ltd are very new and they are having a large number of issues.

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

Task A – File set up

1 Install and configure the Antivirus, Firewall and Spyware software that you have been given by your assessor.

2 Using an appropriate fault finding procedure test the hardware of your computer system.

3 Install and configure the scanner and printer given to you by your assessor, provide a test print from the printer

Task B – Document layout

1 Develop a plan that will maintain the computer systems of Pear computers sales department, this department has

8 computers

2 Laser Printers

1 external storage device

Ensure all of the components are included in your plan

Describe how your maintenance plan can help other IT technicians at Pear computers select and use appropriate resources to respond to IT system problems, give **two** examples.

Task C –

1 The computer system that you have just tested contains a file structure that needs to be backed up.

Install a backup device onto the system and make a copy of the file structure, once copied install that structure onto a different computer.

2 Configure both computers that contain your file structure so that one can access the other remotely, ensure that the file structure is visible through the share.

Task D –

1 Explain the factors that a company like Global Sales Inc should consider when deciding on which operating system they should use. Give **three** different factors.

2 Explain **two** different methods of fault finding and also explain why each is important.

3 Explain why it is important undertake file housekeeping and how this housekeeping can affect the performance of computer systems.

4 Explain the difference between data and system files.

5 Describe under what circumstance you would seek expert advice and guidance on solving IT issues

Describe **three** different ways of getting expert advice

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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