**Phase 4 - KNOWLEDGE and SKILLS**

**Compare and Contrast the key features capabilities of 2 current industry accepted hardware**

**Iphone VS Galaxy 8**

They both have improved in Battery life and extended their internal storage size as these has been always desired and added water resistance however in terms of design , Galaxy is bigger screen-to-body ratio appears to get you more display for the size, and its sleek glass design

**Compare and Contrast the key features and capabilities of 2 current industry**

**accepted software products.**

They both offer good excellent support across all your devices, with a specialty in Android systems, and has 24/7 chat, email and phone support available

Norton Security its ability to remove threats from already-infected systems.

However, McAfee struggles to clean and repair systems already under malware attacks

**Describe the key features of Help Desk and maintenance practices.**

A Help desk is a resource intended to provide the customer with information and services The purpose of a help desk is to troubleshoot problems or provide guidance about products such as computers or one of good software maintenance practices is backing up the date and updating lately version of software in order to protect from any virus

**Describe the features of one Change Management/Control Tool.**

Vision Helpdesk

It includes list of handy management features

**5 quality assurance practices in the software development industry.**