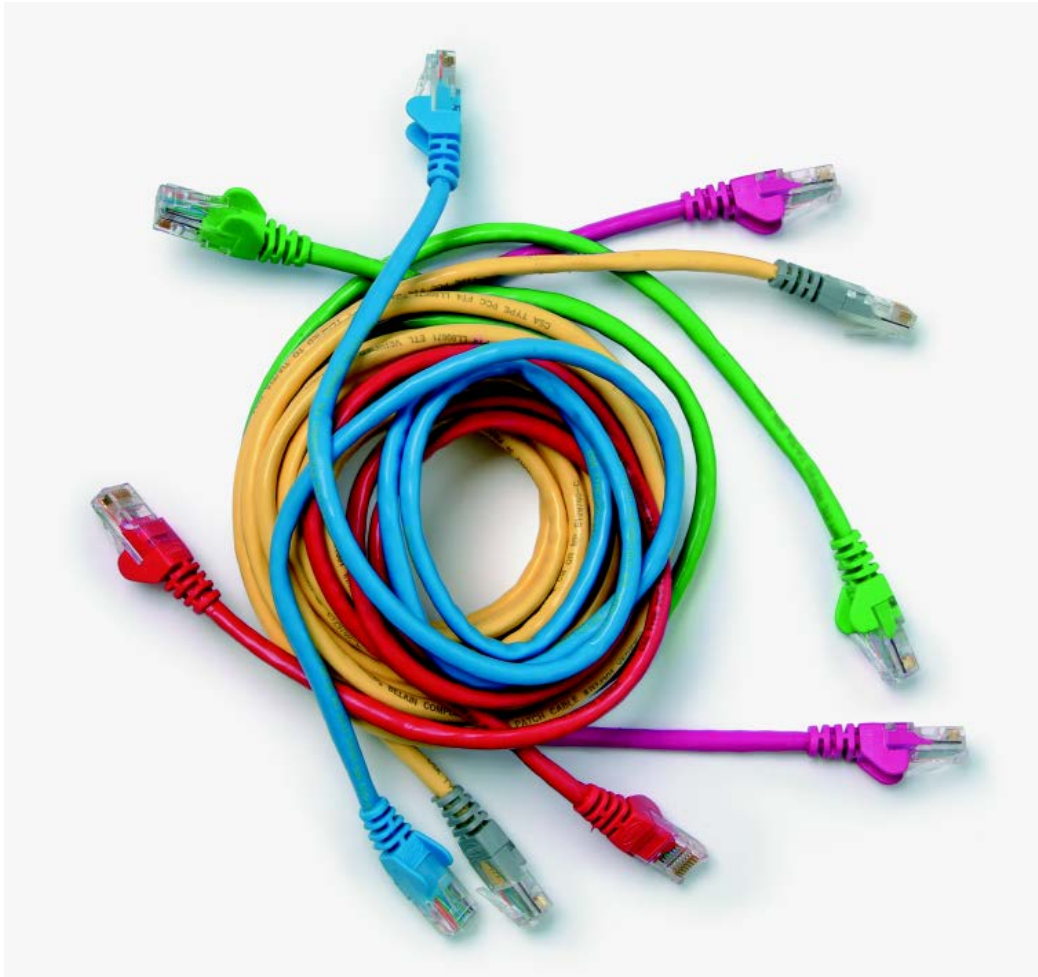


Level 3 Install, configure and upgrade ICT software

(7540-362/7630-335)

Systems and Principles (QCF)
Assignment guide for Candidates
Assignment D

www.cityandguilds.com
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Level 3 Install, configure and upgrade ICT software (7540-362/7630-335) Assignment D

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Install, configure and upgrade ICT software (7540-362/7630-335).

Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance

The recommended time allowance for this assignment is **4 hours**.

Level 3 Install, configure and upgrade ICT software (7540-362/7630-335)

Candidate Instructions

Time allowance: 4 hours

Assignment set up:

This assignment is made up of **three** tasks:

- Task A – Plan and prepare for software installation
- Task B – Install, configure and record software installation
- Task C – Collate installation records and knowledge questions.

Scenario

You work as a support technician in a large call centre and you have been tasked with setting up a workstation for a new manager. All of the physical connections have been made and you have been told that the allocated hardware is adequate for the job.

You need to install a client operating system, set up a network user account and install some application software before handing the workstation to the manager. All of the application software for installation is held on a central server and needs to be installed over the network.

The client operating system is to be installed from removable media.

Your manager has asked you to keep records of all relevant details of the installation so that they can be entered on the central support database.

Task A – Plan and prepare for software installation

- 1 Using the workstation's BIOS, record the hardware specification and system configuration of the workstation on your installation record.
- 2 Record the Operating System type, version number and any service packs installed.
- 3 Identify and record any software applications installed.

- 4 Identify any existing data residing on the workstation and make a backup copy.
Scan the backup for viruses/malware.
- 5 From the software list supplied by the assessor, make a record of the software applications and operating system you are going to install noting the:
 - publisher
 - title and version
 - licence type and conditions
 - licence key and details
 - required configuration settings
 - manufacturer's minimum system requirements.
- 6 Identify any failure to meet the manufacturer's MSR. Obtain and install appropriate components to rectify the problem.
- 7 Produce an installation and test plan for the software stating the:
 - order of installation
 - type of installation
 - installation file location
 - post-installation checks
 - system capacity checks
 - licence key/registration requirement.Identify the resources required for the installation and ensure they are suitable.

Task B – Install, configure and record software installation

- 1 Install, configure and test the client Operating System using the settings provided by the Assessor.
- 2 Configure the server to deploy automatically the software applications, provided by the Assessor, over the network. Transfer the installation files. This will most likely happen locally, and be under the Assessor's instruction.
- 3 Please use the Answer Sheet provided to complete Task B3.
Record the configuration settings of the automated deployment software.
- 4 Following the installation plan you produced in Task A3, install **each** of the software applications and configure them as directed by the Assessor:
 - Office suite
 - Anti-virus
 - Anti-malware.

Please use the Answer Sheet provided to explain the difference(s) between an upgrade and a full installation of an operating system.

- 5 Record the configuration details for **each** application.
 - Office suite
 - Anti-virus
 - Anti-malware.
- 6 Install any necessary upgrades/service packs for both Operating System and application software (Office Suite).
- 7 Monitor the installation of the software, identifying and recording any problems and resolutions.
- 8 Following the test plan you produced in Task A3, check **each** of the installed items of software and the OS for correct installation and operation. Record the results.
- 9 Download and install a second web browser using the default settings. (Install **two** different browsers if none already existed using default settings for each).
- 10 Identify and document configuration changes made by the installation of the second browser.
- 11 Restore to the original settings any system and user configuration changes made by the second browser installation.
Record any changes made.

Task C – Collate installation records and knowledge questions

- 1 Assemble all of the records into **one** installation report, including any corrective actions you took.
- 2 Please use the Answer Sheet provided to complete Task C2.
Identify how types of installation media affect installation processes and times.
- 3 Please use the Answer Sheet provided to complete Task C3.
Explain the importance of protecting existing software and data.
- 4 Please use the Answer Sheet provided to complete Task C4.
When installing software applications, give **three** reasons why it may be necessary to use a 'custom' location for the files instead of the default one and explain the difference between a full installation of software and a custom installation.
- 5 Please use the Answer Sheet provided to complete Task C5.
Explain the difference between registering propriety software against that of registering freeware or shareware software.

- 6 Please use the Answer Sheet provided to complete Task C6.
Explain why it is important to maintain accurate records of installations.
- 7 Please use the Answer Sheet provided to complete Task C7.
Explain how effective and timely installation of approved software could improve customer satisfaction.

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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