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|  Government of Western Australia South Metropolitan TAFE | Knowledge Based Assessment Task | Form no: XXXXX Issue date: 1/12/2017 Review date: 1/12/2018 |
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| Qualification details | | | |
|-------------------------------------|--|-------------|-------|
| Training Package | ICT - Information and Communications Technology | | |
| Qualification National Code & Title | ICT40120 Certificate IV of Information Technology | State code: | BFF9 |
| Unit National Code & Title | ICTSAS432 Identify and resolve client ICT problems | State code: | OBS62 |

Students to sign this document when submitting an assessment

| | | | |
|-------------------------|--|---------------------------------------|---|
| Assessment description | Assessment 1 Knowledge Questions | | |
| Assessment date | Session 10 | | |
| Student Name | | | |
| Student ID | | | |
| Student Declaration | I have read and understand the details of the assessment. I have been informed of the conditions of the assessment and the appeals process. I agree to participate in this assessment. I certify that the attached is my own work. | | |
| Assessors Name | | | |
| Date Due: | End of Session 11 | Date Submitted: | |
| STUDENT FEEDBACK | | | |
| Assessment Decision | Attempt 1 | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Not Yet Satisfactory |
| | Attempt 2 | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Not Yet Satisfactory |
| | Attempt 3 | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Not Yet Satisfactory |
| Assessor Name | | | |
| Assessor Signature | | Date: | |
| Feedback to student | | | |



Knowledge Based Assessment Task

Feedback will be given to you in class or via Blackboard

Feedback from student

Student signature

Date:



INSTRUCTIONS

TO THE ASSESSOR

| | |
|------------------------|---|
| Type of Assessment | Written Questioning Knowledge Evidence |
| Duration of Assessment | 1 Week |
| Location of Assessment | Classroom and out of class. |
| Conditions | Learners are required to complete this assessment in class and in their own time and submit the required documentation electronically via blackboard. To successfully complete this assessment students, need to successfully answer all questions providing context for each answer. |
| Elements and Criteria | This assessment is to assess the Required Knowledge components of the unit of competency. |

TO THE STUDENT

| | |
|--------------------------------------|---|
| Purpose of Assessment | <p>This assessment will assess you on the required knowledge needed to demonstrate competency of this unit.</p> <p>When answering the questions below, take care to ensure there is enough context surrounding your answer to demonstrate understanding of the concept being answered.</p> |
| Allowable Materials | Weekly Readings, Class notes, Weekly Activities |
| Required Resources | <p>Computer with:</p> <ul style="list-style-type: none">• Computer operating system;• Internet Access;• Word processing software;• Access to Blackboard; |
| Assessment Presentation & Submission | <p>For this written assessment, students must completely answer all questions with context to demonstrate understanding of the topic being answered. Where possible real-world examples should be used to demonstrate knowledge.</p> <p>Students are required to submit all answers on this document to Blackboard.</p> <p>All questions and activities should be attempted.</p> <p>Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.</p> <p>If you are marked as NYS (Not Yet Satisfactory) on your first attempt, you will be provided with another opportunity to re-attempt the assessment at the discretion of the lecturer.</p> |



| Questions to be answered by the student: | | Satisfactory response | |
|--|---|-----------------------|------|
| | | Yes ✓ | No ✗ |
| Q1 | List and detail three printer related maintenance activities that can occur in an organization. For example, what do you need to determine before the activity can take place? | | |
| Response: | | | |
| Q2 | Explain the purpose of a SLA and how it helps provide consistent help-desk based practices and maintenance. | | |
| Response: | | | |
| Q3 | Research and explain the limitations and possible issues a company would have by continuing to use Windows 7 as their desktop OS platform as they start to upgrade their desktop hardware. | | |
| Response: | | | |
| Q4 | What is the best method to use to prioritize client ICT problems? For example, what type of analysis can you provide for the problem? | | |
| Response: | | | |
| Q5 | When working with a maintenance report, what are two key pieces of information that must be included in the report? | | |
| Response: | | | |
| Q6 | Outline three organizational guideline and practices that are used to resolve client problems? For example, what happens when your organization cannot provide the required level of technical support? | | |



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| Response: | | | |
| Q7 | Based on the supplied project example, once you believe you have enough information about the client's business domain, briefly explain the business's main processes and the role ICT systems has in relation to these processes. | | |
| Response: | | | |
| Q8 | Explain the features and capabilities of the following three ICT systems and technologies: a). List the key differences between a Domain Controller, a File and print server, and an application or a web server b). The media types and devices available for backing up ICT Data, both locally and across a network c). The features of a helpdesk system useful in providing client support | | |
| Q9 | In any business, why is the initial and continued interaction with the client so important? Also explain why support activities should include documenting the continued interaction with the client. | | |
| Response: | | | |



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| Q10 | Based on two online SLAs for services that you have been proved with as examples, explain why you believe these SLAs to be adequate or not for the needs of the organization. | |
| Response: | | |
| Q11 | Describe the storage and disposal options that can applied for used components? | |
| Response: | | |
| Q12 | Describe the technology, method and tools available to automate the installation of a current Microsoft Windows OS, both locally and across a network. | |
| Response: | | |



Assessor Feedback

Assessment Decision

☐ Satisfactory

☐ Not Yet Satisfactory

Is student eligible for reassessment (Re-sit)?

☐ No

☐ Yes

Reassessment
Date:

Feedback to student

Feedback from student

Student's signature:

(Once feedback has been provided)

Date:

Assessor's signature:

(Once feedback has been provided)

Date: