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| **Qualification details** |  | | |
| **Training Package code and title** | **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*

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| **Assessment description** | | Assessment 1 Knowledge Questions | | | | |
| **Assessment date** | | Session 10 | | | | |
| **Student Name** | | Richard Pountney | | | | |
| **Student ID** | | 30007736 | | | | |
| **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.  RBP | | | | |
| **Assessors Name** | |  | | | | |
| **Date Due:** | | End of Session 11 | | **Date Submitted:** | |  |
| **STUDENT FEEDBACK** | | | | | | |
| **Assessment Decision** | Attempt 1 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 2 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| Attempt 3 | | ☐ Satisfactory | | ☐ Not Yet Satisfactory | |
| **Assessor Name** |  | | | | | |
| **Assessor Signature** |  | | | **Date:** | |  |
| **Feedback to student** | | | | | | |
| Feedback will be given to you in class or via Blackboard | | | | | | |
| **Feedback from student** | | | | | | |
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| **Student signature** |  | | | **Date:** | |  |

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| **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. |

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| **TO THE STUDENT** | |
| Purpose of Assessment | This assessment will assess you on the required knowledge needed to demonstrate competency of this unit.  When answering the questions below, take care to ensure there is enough context surrounding your answer to demonstrate understanding of the concept being answered. |
| Allowable Materials | Weekly Readings, Class notes, Weekly Activities |
| Required Resources | Computer with:   * Computer operating system; * Internet Access; * Word processing software; * Access to Blackboard; |
| Assessment Presentation & Submission | 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.  Students are required to submit all answers on this document to Blackboard.  All questions and activities should be attempted.  Use of research tools and peers in formulating answers are acceptable – but work submitted must be your own work.  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. |

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| **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:**  Check how much ink the printer has by doing a system scan.  Check if there is any paper in the printer paper tray.  Make sure the printer is turned on & working. | |  |  |
| Q2 | Explain the purpose of a SLA and how it helps provide consistent help-desk based practices and maintenance. |  | |
| **Response:**  The purpose of a Service-level agreement (SLA) is to define the level of service that is expected by a consumer from a supplier. SLAs lay out the metrics that the service is measured plus the remedies or penalties if any should be agreed-on if service levels are not achieved.  SLAs provides consistent help through feedback. | |  |  |
| 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:**  Windows 7 isn’t being supported anymore & it doesn’t have all the drivers needed to be able to use the newer hardware. Some newer hardware doesn’t support older OS platforms. | |  |  |
| 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:**  I think the fishbone diagram is good for seeing the cause & effect of each problem which makes it more clear on what should be prioritised. | |  |  |
| Q5 | When working with a maintenance report, what are two key pieces of information that must be included in the report? |  | |
| **Response:**  Report details, & Organization Information | |  |  |
| 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? |  | |
| **Response:**   * Document the information in the helpdesk system. * Check if your company can provide the level of support needed or if something similar has been done before in the helpdesk system. * If not able to support, then escalate or pass to the section that can support. | |  |  |
| 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:**  The main processes that happen are:   * At head office:   + A domain controller that handles franchisees' logins.   + Receiver of stock usage from franchisees.   + Orders supplies to be delivered to franchisees. * At franchisee level:   + Computerised cash register keeps track of customer purchases & updates the stock levels on the PC accordingly.   + If stock levels are low, the PC can re-order stock, either automatically or manually. The PC also is used to update incorrect stock levels.   The role of ICT systems here is that it operates the communication of cloud storage/computing, transactions, technology communications, software & hardware. | |  |  |
| 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.  A Domain Controller is the security of the network, in which it stops un-verified users from accessing the network.  A file server is a storage device/system that allows for storage of digital data & access of that data from all computers in the network.  Print server connects printers to client computers over the network.  Application Server is a server that hosts software &or applications through a communication protocol.  A Web Server is the website content that processes & delivers webpages.  b). The media types and devices available for backing up ICT Data, both locally and across a network  External Hard drives, a file server (that has redundancy storage set up), & cloud storage.  c). The features of a helpdesk system useful in providing client support  Contact channels, ticket management, analytics. | |  |  |
| 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:**  It is important because you need to keep your client up to date with what is happening & if there have been any changes. Why it should be documented is because it helps to see if there should be any changes/improvements in the future. | |  |  |
| Q10 | Based on two online SLAs for services that you have been provided with as examples, explain why you believe these SLAs to be adequate or not for the needs of the organization. |  | |
| **Response:**  [SLA 1](Sample%20SLA%20Agreement.doc)  Doesn’t seem adequate enough because it doesn’t give enough information.  [SLA 2](sample-service-level-agreement.docx)  Does seem adequate & seems to give a lot of information & makes it more clear. | |  |  |
| Q11 | Describe the storage and disposal options that can applied for used components? |  | |
| **Response:**  Storage:  Motherboards need to be in protective storage sleeves.  RAM can be stored in any way as long as there is little to no moisture same as CPUs.  Graphics cards should be stored in protective storage sleeves.  Hard drives can be stored in any way as long as there is little to no moisture.  Disposal:  Most of this goes to e-waste recycling as well as hard drives after they are hit with a hammer & broken. | |  |  |
| 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:**  Tools: Access to Internet USB flash drive, A Device that can download the OS & put it on the USB, Ability to edit answer files or make your own Windows System Image Manager.  Methods:  Setupconfig.ini  Setupconfig.ini with Windows Setup  Using media/ISO file  Using Windows Update  Use an answer file while installing Windows  Use a USB flash drive  Select an answer file  Modify an existing installation  Replace the answer file in an offline image  Automating Windows Setup pages | |  |  |

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| **Assessor Feedback** | | |
| **Assessment Decision** | ☐ Satisfactory | ☐ Not Yet Satisfactory |

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| **Is student eligible for reassessment (Re-sit)?** | No | Yes | **Reassessment Date:** |  |

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| **Feedback to student** |
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| **Feedback from student** |
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| **Student’s signature:**  *(Once feedback has**been**provided)* |  | **Date:** |  |
| **Assessor’s signature:**  *(Once feedback has**been**provided)* |  | **Date:** |  |