**Assessment task: 1**

Outcomes covered : 1-4

**Problem**:

Introduction: A request by a IT lecturer Mr C Boyle for a LAN of 4 PCs and a Switch to be connected together and Windows 7 Pro and Microsoft office installed. The machines were to be set up in a workgroup to allow them to share files. No access to the internet is required. There was an admin user and a student user to be setup. The technician was to set up the password for administrator but not to inform the lecturer of said password and the student user password to be “password”(not including quotes). Having done so and checked connectivity informed the lecturer to allow him to use this network for his class.

But, two days later, the lecturer put in a complaint that one of the machines was not connecting, can ICT investigate.

The evidence should take the form of a report of approximately 1,000 words covering three areas:

♦ Investigating the problem

♦ Planning, implementing and testing a solution

♦ Reviewing and evaluating the steps taken to resolve the problem

Where appropriate it should include documentation such as error logs, test logs, etc.

The report should be completed in unsupervised conditions and may be presented in any appropriate format, eg written, audio, video, blog, wiki, etc. Assessors should make checks to ensure that the report is the candidate’s own work.