# Project assessment

## Criteria

### Unit code and name

ICTSAS437 | Optimise ICT system performance

ICTSAS441 | Support ICT system software

### Qualification/Course code and name

ICT40120 | Certificate IV in Information Tech

## Student details

### Student number

### Student name

## Assessment declaration

*Note: If you are an online student, you will be required to complete this declaration on the TAFE NSW online learning platform when you upload your assessment.*

This assessment is my original work and has not been:

* plagiarised or copied from any source without providing due acknowledgement.
* written for me by any other person except where such collaboration has been authorised by the Teacher/Assessor concerned.

### Student signature and date

Version: *20231113*

Date created: *15 Feb 2022*

For queries, please contact:

Technology and Business Services SkillsPoint

Parramatta

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This assessment can be found in the: [Learning Bank](https://share.tafensw.edu.au/share/access/searching.do?doc=%3Cxml%2F%3E&in=P7ac4831b-430a-4b8d-8b56-f7b32ed5b9cf&q=&type=standard&sort=rank&dr=AFTER)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The aim of this assessment is to assess your knowledge and performance in supporting ICT systems and optimising ICT systems performance. |
| **Assessment event number** | 2 of 2 |
| **Instructions for this assessment** | This is a project-based assessment that assesses your knowledge and performance of the unit.  This assessment is in 4 parts:   * Research * Role based activities * Creating Reports * Procedure Analysis   And is supported by:   * Assessment checklist * Assessment feedback * Gelos IT Procurement and Installation Policy * Gelos Standard Operating Environment Policy * ICTSAS437\_ICTSAS441\_AE\_Pro\_GE\_Assets * ICTSAS437\_ICTSAS441\_AE\_Pro\_Database\_of\_Known\_Problems * ICTSAS437\_ICTSAS441\_ SW\_VB Installation Guide * ICTSAS437\_ICTSAS441\_AE\_Pro\_system\_maintenance\_log * Installation Plan * Gelos ICT Maintenance Policy * Gelos User Account Policy * Gelos Data Backup Policy * Gelos ICT Risk Management Policy   **Note**: This assessment may contain links to external resources. If a link does not work, copy and paste the URL directly into your browser. |
| **Submission instructions** | On completion of this assessment, you are required to submit it to your Teacher/Assessor for marking. Where possible, submission and upload of all required assessment files should be via the TAFE NSW online learning platform.  It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment you must answer all the questions correctly.  All parts of the observable task must be performed to a satisfactory level as indicated in the criteria section of the Assessment checklist.  If a resit is required to achieve a satisfactory result it will be conducted at an agreed time after a suitable revision period. |
| **What do I need to provide?** | * TAFE NSW student account username and password. If you do not know your username and password, contact your campus or service centre on 131601. * Computer or other device with word processing software and internet access * Writing materials, if required |
| **What the Teacher/Assessor will provide** | * Access to this assessment and learning resources, including the student workbook and any supporting documents or links. * Organisational guidelines |
| **Due date**  **Time allowed**  **Location** | Refer to UAG for details  Three hours (indicative only)  Assessment is to be completed out of class. |
| **Assessment feedback, review or appeals** | In accordance with the TAFE NSW policy *Manage Assessment Appeals,* all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within **14 working days** of the formal notification of the result of the assessment.  If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher/Assessor or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher/Assessor for the assessment appeals procedures at your college/campus. |

## Specific task instructions

The instructions and the criteria in the tasks and activities below will be used by the Teacher/Assessor to determine whether the tasks and activities have been satisfactorily completed. Use these instructions and criteria to ensure you demonstrate the required skills and knowledge.

If this assessment requires you to record information, your Teacher/Assessor will provide you with an appropriate document/template.

Your Teacher/Assessor will advise a time and location for each event. Alternatively, you may have the option to record your participation and submit as video evidence.

If you are submitting video evidence, you must:

* Provide a video for each participation clearly meeting all requirements.
* Ensure you have access to the equipment and resources required to participate in each demonstration.
* Follow the [Video recording instructions (pdf)](https://share.tafensw.edu.au/share/items/744af7d4-a241-45e2-adb0-0e13f2fe4950/0/?attachment.uuid=01c3c87a-4599-48c2-91f0-68a00b5bbb4c) (Long URL: https://share.tafensw.edu.au/share/items/744af7d4-a241-45e2-adb0-0e13f2fe4950/0/?attachment.uuid=01c3c87a-4599-48c2-91f0-68a00b5bbb4c) This one-pager includes useful tips, links to resources, and a demonstration video.

## Scenario

Gelos Enterprises is one of the world’s leading enterprises partnering/supporting businesses to achieve excellence through continuous innovation, premium products, and services.

The company has the following departments:

* **Development:** carries out the creation of custom-built software solutions and dynamic websites
* **Multimedia Productions:** including video, post production and animation
* **Sales and Marketing:** works on advertising campaigns, the company’s social media presence, attends industry and community events, visits clients and identifies prospective clients
* **Human Resources:** manages the recruitment of full time and contract staff and their entitlements such as leave and superannuation
* **Accounts:** looks after the payments into and out of the company (accounts payable and receivable).

To date, the company employs 40 full time staff with up to 20 additional contract staff utilised to cover specific projects.

You have recently joined the firm as an ICT Technician. Your tasks include recording and prioritising client support activities, determining the required resources, solving client problems relating to Information and Communications Technology (ICT), liaising with the appropriate people to gather information, performing test installations, updating appropriate documents and more.

Your supervisor has recommended for you to refer to the following documents and become familiar with the organisation’s policies and procedures list below before attempting to handle any service requests:

* [ICTSAS437\_ICTSAS441\_AE\_Pro\_GE\_Assets](https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=8f5ebde8-75d4-47cc-a771-50259c514b31) (Long URL: https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=8f5ebde8-75d4-47cc-a771-50259c514b31)
* [ICTSAS437\_ICTSAS441\_AE\_Pro\_Database\_of\_Known\_Problems](https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=0e05375e-0cb4-4ca5-962a-d37d3c7ef3d6) (Long URL: https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=0e05375e-0cb4-4ca5-962a-d37d3c7ef3d6)
* [GE\_ICT-Procurement-and-installation-policy.pdf](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_ICT-Procurement-and-installation-policy.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_ICT-Procurement-and-installation-policy.pdf)
* [GE\_Standard-operating-environment-policy.pdf](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_Standard-operating-environment-policy.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_Standard-operating-environment-policy.pdf)

HR, Accounting, Sales and Marketing departments all have Windows 8.1 machines installed. Development, Multimedia productions and IT Support computers were upgraded to Windows 10 last year. Due to budget constraints all workstations in HR, Accounting, Sales and Marketing department were not upgraded. Recently there has been a lot of reported performance issues for computers in the HR, Accounting, and Sales and Marketing departments. The problem was first reported by Kelly Green from the HR department. Due to this, a record was created about the problem and saved in the GE’s service desk system’s database of known problems. Thereafter, all performance issues reported from HR, Accounting, and Sales and Marketing departments must be associated with this known problem record. The technical support team is suspecting that this issue may be due to a recent Windows 8.1 automatic update. However, in order to further analyse and determine the scale of the problem the technical support team is currently recording and collecting performance data from all reported computers.

The technical support team would collect performance data from client computers during different usage conditions and times, using a tool called **Windows Performance Recorder (WPR)**. This recorder should be running in the background of the client machine for a significant period of time and then be saved as a file. This file is then collected by the technical support team to perform further analysis. The client has to be notified by the technical support team regarding the performance data collection and would have to manually start this performance data collection process (at an agreed time with the client) so that it will run in the background while normal day to day operations are being carried out by the client.

GE’s system performance benchmark is at the level of a standard **Mid-level Gaming PC**. GE uses a free benchmarking tool called “**Novabench**” to conduct Performance Analysis and Baseline comparisons.

## Part 1: Research

To complete this part of the assessment, you must complete the following task/s

1. Understand the scenario
2. Go through the documents in the scenario

Once you have understood the scenario above and have referred to the supporting documents provided to you, answer the following questions based on your analysis of the business and ICT system functionality.

For each question, your answers should be a minimum of **100** words but no longer than **250** words.

Once completed you will need to submit this assessment to your Teacher/Assessor for marking.

**Task 1: Access the ICT operating system of the organisation**

Describe and analyse two operating system software currently in use that is also supported/maintained by the organisation. Using your research skills, outline the following for each of the operating system:

1. Key functions
2. Basic features

**Note:** Read through the scenario and refer to the **ICTSAS437\_ICTSAS441\_AE\_Pro\_GE\_Assets** document for more information. Describe and analyse two system tools (software products) used currently by the organisation and their functionality.

Document your answer in the space provided:

**Task 2: Access the benchmarking tools used by the organisation**

Describe and analyse two benchmarking tools (software products) used currently by the organisation for performance analysis/monitoring of the users computer. Also, briefly mention their functionality.

Document your answer in the space provided:

**Task 3: Access the hardware used by the organisation**

Describe two hardware products currently in use that is supported/maintained by the organisation.

**Note:** Refer to the **ICTSAS437\_ICTSAS441\_AE\_Pro\_GE\_Assets** document for more information.

Document your answer in the space provided:

## Part 2: Role based activities

**Activity 1: Kelly Green’s ICT complaint**

To complete this part of the assessment, you must complete the following task/s

1. Install the Virtual Machine if you don’t have it currently installed in your computer. Refer to the document [ICTSAS437\_ICTSAS441\_ SW\_VB Installation Guide.docx](https://share.tafensw.edu.au/share/items/a4089d07-059b-4014-8f6a-ae0c5d1bade6/0/?attachment.uuid=58a42be5-0daf-40ca-87cb-1c1d79242a09) (Long URL: https://share.tafensw.edu.au/share/items/a4089d07-059b-4014-8f6a-ae0c5d1bade6/0/?attachment.uuid=58a42be5-0daf-40ca-87cb-1c1d79242a09) and follow the steps.
2. Refer to the Gelos’s [ICT Procurement and Installation Policy](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_ICT-Procurement-and-installation-policy.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_ICT-Procurement-and-installation-policy.pdf)
3. Refer to the following guide of using the Windows 10 Task manager: [Windows Task Manager: The Complete Guide (howtogeek.com)](https://www.howtogeek.com/405806/windows-task-manager-the-complete-guide) (Long URL: https://www.howtogeek.com/405806/windows-task-manager-the-complete-guide/)
4. Understand the steps of upgrading Windows 8.1 to Windows 10 on your computer. You can find the steps on how to upgrade your Windows 8.1 to Windows 10 by following this post on [How to Upgrade Windows 8.1 to Windows 10 (groovypost.com)](https://www.groovypost.com/howto/upgrade-windows-8-1-to-windows-10/) (Long URL: https://www.groovypost.com/howto/upgrade-windows-8-1-to-windows-10/)
5. Understand the computer specifications and systems requirements before upgrading to Windows 10. You can refer to [How to Check Windows 10 Computer System Specs & Requirements - Microsoft](https://www.microsoft.com/en-au/windows/windows-10-specifications) (Long URL: <https://www.microsoft.com/en-au/windows/windows-10-specifications>)
6. Download the template [Installation Plan](https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=d13aba55-134c-4da1-b243-d2cecd210c85) (Long URL: https://share.tafensw.edu.au/share/items/02285ff1-cfb2-4af4-b402-fdc23bf4bf11/0/?attachment.uuid=d13aba55-134c-4da1-b243-d2cecd210c85)

As per the Scenario, Kelly Green contacted the service desk with a problem that here computer is crashing frequently. Using your VM to replicate the Gelos Enterprise’s IT environment and assume that the VM machine is Kelly Green’s computer.

For each question, your answers should be a minimum of **100** words but no longer than **250** words.

Once completed, submit this assessment to your Teacher/Assessor for marking.

**Task 1: ICT system performance benchmarks**

List and describe the four main resources that you will monitor for collecting and benchmarking ICT system performance data.

Document your answer in the space provided:

**Task 2: Access the benchmarking tools used by the organisation**

List the steps with screenshots, for opening Task Manager and collecting ICT system performance data for the four main resources (which will serve as your ICT system performance benchmarks) to analyse system performance.

Document your answer in the space provided:

**Task 3: Complete the installation plan**

Based on the ICT system performance benchmarks in Part 2 Task 2, you are given the task of optimising the performance of the Kelly Green’s computer by upgrading the Windows 8.1 on her computer to Windows 10. You need to complete the installation plan and need approval, before you can upgrade the Windows in Kelly Green’s computer.

Complete the installation plan and submit to your teacher using the template provided.

**Task 4: Submit installation plan for approval**

Once you have filled the details the Installation Plan, it would be sent to Frank Evans and Terrance Stewart for approval. They are the IT support Managers.

You now have to get approval for the installation plan. For this, you will have a face-to-face meeting with them regarding the installation procedure for Kelly Green’s computer to seek approval. You will also inform them the importance of upgrading all the workstations in HR, Accounting, Sales and Marketing department from Windows 8.1 to Windows 10. Using your research skills, learn about the advantages of upgrading to Windows 10.

The agenda items for this formal meeting are as follows:

1. Discuss the installation plan for Kelly Green’s computer.
2. Seek approval to perform the installation.
3. Inform regarding the importance of upgrading from Windows 8.1 to Windows 10.

This role play will take approximately 10 to 15 minutes. To understand the assessment criteria for this role play, see Assessment checklist.

Before participating in this role play, make sure that you have completed Task 3 of Part 2 for this assessment.

**Role of the student being assessed**

During the role play make sure that you use:

* clear, simple language and plain English to provide precise advice.
* appropriate conventions, protocols and tone for your audience.
* listening and inclusive questioning techniques.

The Assessor may ask questions while the demonstration is taking place, or if appropriate directly after the activity has been completed.

**Activity 2: George Royce’s ICT complaint**

Another user George Royce has contacted the service desk with a system performance issue that his computer is running too slow. You monitor his system and evaluate system effectiveness against the ICT benchmarks and realise the best option for optimising the system performance is by de-fragmenting the hard drive. Assuming that you completed the installation plan and got the approval from the IT support managers, you have performed the de-fragmentation of the hard-drive and now have to update the appropriate documents.

Using your VM to replicate the Gelos Enterprise’s IT environment and assume that the VM machine is George Royce computer.

For each question, your answers should be a minimum of **50** words but no longer than **250** words.

Once completed, submit this assessment to your Teacher/Assessor for marking.

**Task 5: Access the ICT benchmarks of the system**

Go to the Windows Task Manager and collect the system performance data by noting the values for four main resources to benchmark the ICT system performance Provide the screenshot of the performance data.

Note: Save this data as you will be required to review this data in Part 2 Task 7.

Document your answer in the space provided:

**Task 6: De-fragmentation of hard drive**

Please outline the steps required to perform de-fragmentation of the hard drive. You will be required to provide screenshots before and after the optimisation has been performed as part of your answer.

Document your answer in the space provided:

**Task 7: Identify poor areas of system performance**

Now that you have performed de-fragmentation for optimising the system performance, go to the Windows Task Manager again and collect the performance data. Compare and analyse the performance data before the optimisation procedure was performed with the data after the optimisation procedure.

Document your answer in the space provided:

**Task 8: Updating appropriate documents**

For this task, you must finish task 3 (completing installation plan for updating Windows from 8.1 to 10 on Kelly Green's computer's) and task 6 (for defragmenting the hard disc on George Royce's computer).

Let's assume you received approval to update Kelly Green's computer's Windows upgrade and completed the task successfully. You must maintain System Maintenance Logs now that you have implemented changes on Kelly Green's computer as well as George Royce's computer.

Fill out the specifics for the tasks performed on both computers in the [ICTSAS437\_ICTSAS441\_AE\_Pro\_system\_maintenance\_log.docx](https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=aff38904-7f9a-4102-b064-ca0caa11536d) (Long URL: https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=aff38904-7f9a-4102-b064-ca0caa11536d) template. Details such as the date and time can be assumed.

**Note:** You will need to update the System Maintenance Logs template for Part 4 Task 12.

Once completed, submit this assessment to your Teacher/Assessor for marking.

**Task 9: Options for improving the ICT system performance**

Using your research skills, list some other options of troubleshooting the ICT systems for optimising the system performance.

Document your answer in the space provided:

**Activity 3: Hanna Gray’s ICT complaint**

To complete this part of the assessment, you must complete the following task/s

1. Refer the Gelos [ICT Maintenance Procedure](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_ICT-Maintenance-procedure.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_ICT-Maintenance-procedure.pdf).
2. Refer the **GE\_Database\_of\_Known\_Problems** excel file.

Once completed, submit this assessment to your Teacher/Assessor for marking.

The service desk has received a new complaint from Hanna Gray and she has informed that there is possibly a malware/virus on her work device. Using your VM to replicate the Gelos Enterprise’s IT environment and assume that the VM machine is Hanna Gray’s computer, assist her with the ICT issue.

**Task 10: Identify virus protection requirements**

As per the Gelos ICT Maintenance Procedure, briefly describe the organisation’s procedures for handling viruses.

Document your answer in the space provided:

**Task 11: Run a virus scan**

Download a third-party free antivirus such as AVG, Total AV, Norton and perform a scan on Hanna Gray’s computer to detect and remove any viruses. Provide a screenshot of the scan performed below:

## Part 3: Creating Reports

**Task 1: Performance Analysis report**

Create a performance analysis report to report to the management regarding the performance issues in the computer system of George Royce.

Document your report using the template provided below.

Once completed, submit this assessment to your Teacher/Assessor for marking.

For each question, your answers should be a minimum of **50** words but no longer than **250** words.

**Findings of the current performance issue**

(Provide the ICT system performance data collected from the Windows Task Manager before performing the optimisation procedure.)

**Analysis of possible cause**

(List the possible causes of why George Royce’s computer is too slow.)

**Recommendation**

(List recommendations on how to eliminate or control each of the performance issues.)

**Analysis of the changes in the ICT system**

(Describe the changes that could come in the ICT system software or hardware after performing the optimisation procedure.)

**Set of tasks to perform**

(List the tasks to perform the ICT system optimisation procedure for de-fragmentation of hard drive.)

**Cost analysis**

(Provide cost analysis of software, hardware, labour cost etc.)

**Staff availability**

(Describe the staff available to perform the task.)

**Task 2: Summary Report**

To complete this part of the assessment, you must complete the following task/s

1. Refer to the example template for developing a summary report to evaluate and report on the optimisation procedure: [Sample Test Summary Report](https://www.softwaretestinghelp.com/wp-content/qa/uploads/2014/06/Sample-Test-Summary-Report-by-SoftwareTestingHelp.pdf) (Long URL: https://www.softwaretestinghelp.com/wp-content/qa/uploads/2014/06/Sample-Test-Summary-Report-by-SoftwareTestingHelp.pdf).

Develop a summary report to evaluate and report on the optimisation procedure you performed in Part 2 role-based activity 2, for disk-defragmentation of the hard drive. Document your report using the template provided below.

Once completed, submit this assessment to your Teacher/Assessor for marking.

For each question, your answers should be a minimum of **50** words but no longer than **250** words.

**Purpose:**

(Provide an overview of the purpose of the report)

**Objective:**

(Provide an overview of the objective of the optimisation procedure)

**Performance Indicators:**

(Provide the list of performance indicators to evaluate)

**Optimisation procedure to perform:**

(Provide the steps of performing the procedure)

**Status (Procedure completed successfully or failed):**

(Provide an outcome of the procedure to confirm if the procedure was performed successfully or not)

**Non-conformities:**

(List any non-conformities, if encountered, during the optimisation procedure)

**Recommendations:**

(Provide recommendations if applicable)

## Part 4: Procedure Analysis

**Procedure Analysis 1: Set up and manage ICT system files**

To complete this part of the assessment, you must complete the following task/s

1. Refer to the [Gelos Enterprise’s User Account Policy](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_User-account-policy.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_User-account-policy.pdf).
2. Video on how to [Create a local user account in Windows 10](https://www.bing.com/videos/search?q=How+to+create+a+new+user+in+windows+10&&view=detail&mid=555E9ACA804DEC37AB95555E9ACA804DEC37AB95&&FORM=VDRVRV) (Long URL: https://www.bing.com/videos/search?q=How+to+create+a+new+user+in+windows+10&&view=detail&mid=555E9ACA804DEC37AB95555E9ACA804DEC37AB95&&FORM=VDRVRV).
3. Video on [How Do You Backup Your Computer?](https://www.youtube.com/watch?v=MIGVnyXm1mk) (Long URL: https://www.youtube.com/watch?v=MIGVnyXm1mk).
4. Video on [How to Backup Files/Folders to OneDrive in Windows 10 Easily?](https://www.youtube.com/watch?v=OxQOnomXHVs) (Long URL: https://www.youtube.com/watch?v=OxQOnomXHVs).

Once completed, submit this assessment to your Teacher/Assessor for marking.

**Task 1: Create 2 users**

Using your VM to replicate the Gelos Enterprise’s IT environment and assume that the VM machine is your administrator account as an ICT Technician, create two users. One is Amy Cogen who is the manager in the Human Resources department and the other user is Mary White who is an accounting officer in the Accounting department.

Create these two users by following the organisation’s user account policy. Describe their usernames and passwords.

Document your answer in the space provided:

**Task 2: Creating folder structure**

Figure 1 and Figure 2 illustrates the organisations procedure on how to structure files and folders. Referring to the figure 1 and 2, create two folders in your system. Name one as Human Resources and name the other as Accounting. Follow the figure 1 for the folder structure for Human Resources and follow figure 2 for folder structure for Accounting.

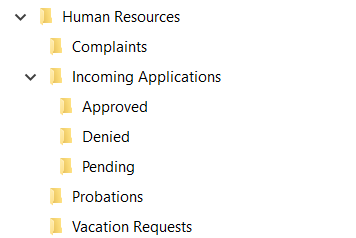


Figure 1 Human Resources folder structure

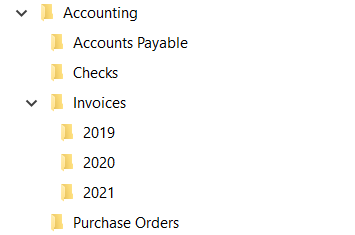


Figure 2 Accounting folder structure

Provide the screenshot of the folder structure you created in the space provided:

**Task 3: Security and access for sharing file system**

You now have to setup security by providing the correct access to both the users, Amy Cogen and Mary White. As Amy Cogen is from the Human Resources department, she should get full access to all the Human Resources folders and read-only access for the Accounting folder. Similarly, Mary White should get full access to Accounting folder and read-only access to Human Resources folder.

List the steps and provide screenshot of how you will give both the users the right access on the shared folders in the space provided:

**Task 4: Test file system and confirm required access**

Login into Amy Cogens account and check if Amy Cogen has full access to Human Resources folder by creating a word file named “Complaints” and saving it inside the Complaints sub-folder. Open the word file and save the following sentence “This is a test to check if Amy Cogen has write access”. Provide a screenshot of the word file in the Complaints folder. Similarly, now try creating a new word file inside the Accounting folder and name the file as “Check1” under the Checks sub-folder. Open the word file and try saving the following sentence “This is a test to check if Amy Cogen has write access”. Provide the screenshot of the same.

Describe if you were able to test the file system and confirm Amy Cogens had the right access. Provide screenshots to support your test in the space provided:

**Task 5: Write logon script**

As you are the ICT Technician, write a logon script using regedit that will display before logon to warn everyone that Unauthorised Access is Prohibited.

**Task 6: Documenting the file system**

Describe why it is important for the ICT technician to document the file system.

Document your answer in the space provided:

**Procedure Analysis 2: Monitor and manage ICT system usage and security**

To complete this part of the assessment, you must perform the following task(s):

1. Refer the Gelos [Data Backup Policy](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_Data-backup-policy.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_Data-backup-policy.pdf).
2. Refer the [ICT Risk Management Policy](https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE_ICT-Risk-management-policy.pdf) (Long URL: https://share.tafensw.edu.au/share/file/5f1cec7b-1d03-446a-85b7-edb42692c34e/1/GE\_ICT-Risk-management-policy.pdf).

**Task 7: Risk management procedures**

What are the three important factors considered by the organisation for assessing risk? Also, list the assessment strategies followed by Gelos.

Document your answer in the space provided:

**Task 8: IT Disaster Recovery planning**

Assess and describe the types of information that would be required within a typical backup and recovery plan as part of an IT Disaster Recovery plan.

Document your answer in the space provided:

**Task 9: Testing disaster recovery procedures**

Comment on why it is important to continuously test the implementation of disaster recovery procedures.

Document your answer in the space provided:

**Task 10: Gelos Backup policy**

As per Gelos’s policies and procedures:

1. Who will be able to create and access backup?
2. How will you test the backups performed?
3. Describe how often the data should be backed up and where should this be stored?

Document your answer in the space provided:

**Task 11: Performing data Backup and Restore**

For this task, you must first login into OneDrive. Backup the folders that you created in the task 2 i.e. the Human Resources and Accounting folders on OneDrive. Now, to simulate an event where a laptop crashes and the user’s important files and folders gets corrupted, you need to delete the Human Resources and Accounting folders from your computer. Now, using the backup that you created on OneDrive, you need to restore the folders on your computer. Use the template to provide screenshots for the backup and restore process.

| Description | Screenshot/Photograph |
| --- | --- |
| Insert a brief description of the wireframe | Provide the screenshots |
| Screenshot for backing up Human Resources and Accounting folders on OneDrive. |  |
| Screenshot for deleting the Human Resources and Accounting folders on computer. | Shape  Description automatically generated with low confidence |
| Screenshot for recovering the deleted files from OneDrive to your computer. | Shape  Description automatically generated with low confidence |

**Task 12: Recording ICT system backup and restore**

Now that you have performed 2 tasks: Backup of files and restore of files on your computer, fill out the specifics for the tasks performed on both computers in the [ICTSAS437\_ICTSAS441\_AE\_Pro\_system\_maintenance\_log.docx](https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=aff38904-7f9a-4102-b064-ca0caa11536d) (Long URL: https://share.tafensw.edu.au/share/items/15277176-a0c7-4ae8-8287-1a88d8a83163/0/?attachment.uuid=aff38904-7f9a-4102-b064-ca0caa11536d) template. Details such as the date and time can be assumed.

Once completed, submit this assessment to your Teacher/Assessor for marking.

## Part 5: Assessment checklist

The following checklist will be used by your Teacher/Assessor to mark your performance against the assessment criteria of your project. Use this checklist to understand what skills and/or knowledge you need to demonstrate during this assessment event. All the criteria described in the Assessment checklist must be met.

Table 2 Assessment checklist

| PART/TASK | Instructions | S | U/S | Assessor comments |
| --- | --- | --- | --- | --- |
| Part 1 | Identified and accessed Gelos’s existing IT environment with regards to the ICT operating systems, benchmarking tool and hardware used by the organisation. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 2  Task 3 | Determined client requirements and ICT system performance benchmarks and develop the installation plan according to the task requirement. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 2  Task 4 | Using clear language, a confident tone, and staying focused on the purpose of the meeting. Attention should also be given to exhibiting positive body language and nonverbal cues. Uses active listening and questioning techniques and participates in verbal exchanges with the stakeholders to obtain information and express requirements. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 2 Task 7 | Measure and record change in performance resulting from ICT system modification by performing defragmentation of the hard disk. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 3  Task 1 | Accurately records information and numerical data and prepares material using clear and accurate language to convey explicit information, requirements and recommendations. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 3  Task 2 | Optimisation procedures performed according to task requirements and explicitly coveys information on non-conformities (if any). |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 4  Task 1 | Accesses required organisation policy to configure ICT system users according to organisational procedures |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 4  Task 2 | Evaluates ICT system requirements and provides screenshots of appropriate folder structures. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |
| Part 4  Task 4 | Monitors folders and files access according organisational procedures and requirements. |  |  | *Date of observation:*  *Assessors are to record their observations in enough detail to demonstrate their judgement of the students’ performance against the criteria.* |

## Assessment feedback

*NOTE: This section must have the Teacher/Assessor and student signature to complete the feedback. If you are submitting through the TAFE NSW online learning platform, your Teacher/Assessor will give you feedback via the platform.*

### Assessment outcome

Satisfactory

Unsatisfactory

**Assessor feedback**

Has the assessment declaration for this assessment event been signed and dated by the student?

Are you assured that the evidence presented for assessment is the student’s own work?

Was reasonable adjustment in place for this assessment event?

*If yes, ensure it is detailed on the assessment document.*

*Comments*:

### Assessor name, signature and date

### Student acknowledgement of assessment outcome

*Would you like to make any comments about this assessment?*

### Student name, signature and date