NICE Challenge Project

Challenge Submission Report

Submission ID: 62739

Timestamp: 2/2/2022 3:29 AM UTC

Name: Winston Lee

Challenge ID: 142

Challenge Title: Playing Find the Bottleneck, Stage: Data Gathering [NG]

Scenario

During a systems design meeting our systems engineer noted that the hard drive in our AD server may be a performance bottleneck. Before our next meeting we will need more information so that we might select the right system components to upgrade to best increase performance. To rule in or our the AD server's hard drive we need you to run some performance tests on it and return the resulting data to us. Be sure to check with the operations staff and see what benchmarks they prefer.

Reviewed By: Solomon Zewde at Houston Community College

Duration

1:35

Final Check Details

- ✅ Check #1: Create Performance Monitor Report
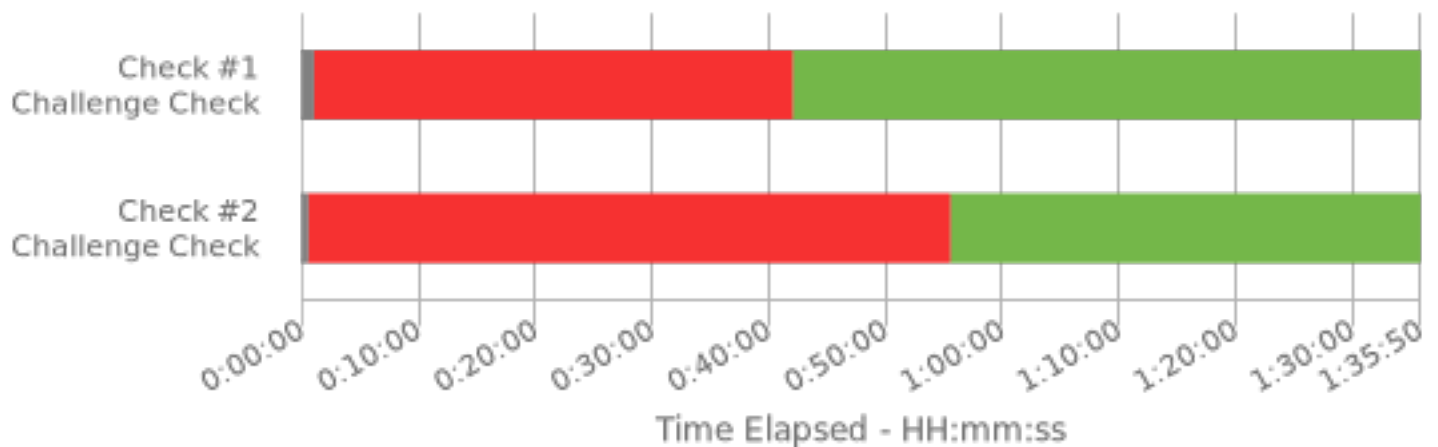- ✅ Check #2: Create Crystal Disk Mark Report

Full Check Pass

Full: 2/2

Curator Feedback

Successful troubleshooting with good documentation.

Challenge Attempt Successful: ✔

Specialty Area	Work Role
Customer Service and Technical Support	Technical Support Specialist

NICE Framework Task

T0502 Monitor and report client-level computer system performance.

Knowledge, Skills, and Abilities

• K0053 Knowledge of measures or indicators of system performance and availability.

• K0088 Knowledge of systems administration concepts.

• K0109 Knowledge of physical computer components and architectures, including the functions of various components and peripherals (e.g., CPUs, Network Interface Cards, data storage).

• K0114 Knowledge of electronic devices (e.g., computer systems/components, access control devices, digital cameras, digital scanners, electronic organizers, hard drives, memory cards, modems, network components, networked appliances, networked home control devices, printers, removable storage devices, telephones, copiers, facsimile machines, etc.).

• K0302 Knowledge of the basic operation of computers.

• K0317 Knowledge of procedures used for documenting and querying reported incidents, problems, and events.

• S0039 Skill in identifying possible causes of degradation of system performance or availability and initiating actions needed to mitigate this degradation.

Centers of Academic Excellence Knowledge Units

• IT Systems Components
• Operating Systems Concepts
• Windows System Administration