**WILFRED GITHUKA**

**BIT/2019/44664**

**BIT2103 Hardware and software Installation CAT**

1. Discuss the three core functions of an operating system(3 Marks)

**Memory Management** - It is also an important function of operating system. The memory cannot be managed without operating system. Different programs and data execute in memory at one time. if there is no operating system, the programs may mix with each other. The system will not work properly.

**Disk Management**

Operating system manages the disk space. It manages the stored files and folders in a proper way.

**Booting**

Booting is a process of starting the computer operating system starts the computer to work. It checks the computer and makes it ready to work.

1. What are the procedures for restoring backup on windows 2010(3Marks)

If you used Backup and Restore to back up files or create system image backups in previous versions of Windows, your old backup is still available in Windows 10. In the search box on the taskbar, type control panel. Then select Control Panel > System and Security > Backup and Restore..

1. what are the different types of 21st Century computer threats (3Marks)

Incident Management Process

* Computer Viruses
* Computer Spyware
* Data Loss

1. Define Change management. Discuss the roles of a change manager and the change advisory board in change management (3Marks)

Change Management is a key ITIL Transition stage process and one of the most important processes in service management. The Change Advisory Board (CAB) plays a major role in the initiating phase of change management, so a few more things should be said about it here. The Change Management process must have an owner. In ITIL, he/she is called the Change Manager. In smaller organizations, this role can be combined with other non-conflicting roles: Service Manager is a good example.

1. What essential training should a help desk manager go through (3Marks)

* Team Leadership Training
* Team Management Training
* Successful Management Training

1. Discuss the key functions of a service desk with a reference point to Safaricom Limited. (5Marks)

**Incident Management**  Although managing incidents in full requires the collaboration of other departments and staff, the Service Desk must be able to provide a first line of support to help resolve interruptions. These include issues like no subscriber coverage in a specific area or inconectivity due to weather or other natural phenomena.

**Information Centre** - The service desk should be a source of information to mobile phone users. In Safaricom this can be used to solve normal problems like balance query, cost of services or even business queries.

**Supplier Relations** - The Service Desk is also responsible for relations with external suppliers providing maintenance. Safaricom has different suppliers who not only supply goods but also services. They should be able to reach the Service desk for any clarification on any matters regarding the same.

1. Discuss the Incident Management Process a case of Equity Bank (5Marks)
2. You have been hired by Mintel Limited whose servers have gone down due to fire outbreak. Suggest disaster recovery mechanisms to ensure data is restored and future data losses are prevented.(5Marks)

Identify the problem that could have caused the data loss and implement

mechanisims to prevent a re-occurence.

Inspect the data that has been lost and see how it can be recovered. Its

best to isolate the damaged storage media since overwriting has make

recovery nearly impossible.

Once the data has been recovered, ensure the staff responsible are re-trained on how to

prevent future occurrences.