|  |  |  |
| --- | --- | --- |
| http://www.cooperstc.com/index_htm_files/25897.png | **Enderoth School**  Cambridge TEC (Certificate/Diploma) in IT  **Unit 11 – Maintaining Computer Systems** | Student Name:­­­­ **Grade Awarded by:**  **Date Awarded: \_\_\_\_\_\_\_\_\_\_** Grade: PASS/MERIT/DISTINCTION |

##### Unit 11 - Assignment Checklist - DD-MM-2014

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **TASKS & LEVEL** | **ACTIVITIES** | | | | | | | | | | | | | | | | | | | | | | **STUDENT** | | **STAFF** |
| **LO1 - Understand the organisational issues related to Computer System Maintenance** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **P1.1 - Task 01** | For your two companies describe and compare the IT repair needs that may occur from day to day in terms of Computer Maintenance. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **P1.2 – Task 02** | State, compare and explain how Equipment procurement needs to be an organisational consideration when purchasing supplies for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Supplier** | | | | | | | | | | | | **Sources** | | | | | | | | | |
| **P1.2 – Task 03** | State, compare and explain how Green Issues needs to be an organisational consideration when managing resources for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Sustainability** | | | | | | | | | | | | **Environmental Issues** | | | | | | | | | |
| **P1.2 – Task 04** | State, compare and explain how Procedure Management needs to be an organisational consideration when damage limiting issues for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Logs** | | | | | | | | | | | | **Help Desks** | | | | | | | | | |
| **P1.2 – Task 05** | State, compare and explain how Business Responsibility needs to be an organisational consideration when working on systems for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Employer** | | | | | | | **Employee** | | | | | | | | | **Contractor** | | | | | |
| **P1.3 – Task 06** | State, compare and explain how Business Responsibility when it comes to legal Issues needs to be an organisational consideration when working on systems for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **P1.4 – Task 07** | State, compare and explain how testing needs to be an organisational consideration and policy when working on systems for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Network Software** | | | | | | | **Programs** | | | | | | | | | **Hardware** | | | | | |
| **P2.1 – Task 08** | State, compare and explain the added RSI and Stress Risks for IT practitioners when working on systems for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Stress** | | | | | | | | | | | | **RSI** | | | | | | | | | |
| **P2.2 – Task 09** | State, compare and explain the additional dangers to health when working on systems for your two companies. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Shock and Burns** | | | | | | | **Trip Hazards** | | | | | | | | | **Radiation** | | | | | |
| **M1.1 – Task 10** | Identify the standard precautions that should be taken during routine maintenance procedures. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **ESD wrist-strap** | | | | | | | **ESD mat** | | | | | | | | | **Fire equipment** | | | | | |
| **M1.1 – Task 11** | Source the **ESD** equipment needs for your two businesses and compare the quality and need of these resources. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **ESD wrist-strap** | | | | | | | **ESD mat** | | | | | | | | | **Fire equipment** | | | | | |
| **M1.2 – Task 12** | Identify the health precautions that should be on hand during routine maintenance procedures. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Safety at Work** | | | | | | | | | | | | **First Aid** | | | | | | | | | |
| **M1.2 – Task 13** | Source the relevant **Safety Training** and **First Aid course** needs for your two businesses and compare the quality and need of these measures. | | | | | | | | | | | | | | | | | | | | | |  |  | |
| **Safety at Work** | | | | | | | | | | | | **First Aid** | | | | | | | | | |
| **LO2 - Know how to plan computer system maintenance** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **P3.1 – Task 01** | Describe, explain and evaluate planning techniques that can be used to schedule maintenance activities. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Route maps** | | | | **Maintenance schedules** | | | | | | **Upgrade paths** | | | | **Upgrade schedules** | | | | | | | **Gantt charts/ project plans** |
| **P3.1 – Task 02** | Describe which planning techniques should be used to schedule software and hardware maintenance, and software and hardware upgrade activities within your 2 companies. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P3.2 – Task 03** | Describe, explain and evaluate the operational planning techniques that can be used to schedule maintenance activities. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Scope** | | | | | | | **Frequency** | | | | | | | | | **Maintenance Specialists** | | | | | |
| **P3.3 – Task 04** | Describe how these operational planning techniques can influence the decisions on software and hardware upgrade and maintenance activities within your 2 companies. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Scope** | | | | | | | **Frequency** | | | | | | | | | **Maintenance Specialists** | | | | | |
| **M2.1 - Task 05** | Create a plan for scheduled maintenance Activities, scanning, checking system Integrity, defragmentation, virus checking, installing firewalls and verification for your selected company. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **M2.2 - Task 06** | Create a Gantt or Upgrade Schedule Chart that outlines all the stages of upgrading and testing 3 device cards and drivers for your selected company. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **D1.1 – Task 07** | Give detailed explanations of the benefits to your selected company of regular software maintenance activities identifying the problems that can be avoided. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Updates maintained** | | | | | **Reduced risk of viruses** | | | | | | | **Equipment clean and dust free** | | | | | | | **Maximised efficiency of equipment** | | |
| **D1.2 – Task 08** | Give detailed explanations of the benefits to your selected company of upgrading, adding and replacing legacy hardware. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Updates maintained** | | | | | **Reduced risk of viruses** | | | | | | | **Equipment clean and dust free** | | | | | | | **Maximised efficiency of equipment** | | |
| **LO3 - Be able to perform routine housekeeping on Computer Systems** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **P4.1 – Task 01** | Explain the purpose and effect routine Technical maintenance will have on a computer and the benefits of these to a user. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P4.1 – Task 02** | Produce a guide with examples on how you undertook routine Technical maintenance tasks on a standalone computer system. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Business, naming, deletion and archiving of files** | | | | | | | | | **Defragmentation and Scandisk** | | | | | | | | | **Deleting temporary files** | | | |
| **P4.2 – Task 03** | Explain the purpose and effect routine Backup Storage will have on a computer and the benefits of these to a user. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Disks** | **Pen drives and Memory cards** | | | | | | | | | **Portable and fixed drives** | | | | | **Optical media** | | | | | | **Offsite data storage** |
| **P4.2 – Task 04** | Configure the system for updates and program backups in accordance to Acceptance and forward planning procedures. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Virus Checker** | | **Firewall** | | | | **Restore Point** | | | | | **Windows Update** | | | | **Office backup** | | | | | **Backing up onto external Media** | |
| **P4.3 – Task 05** | Explain the purpose and effect routine Physical maintenance will have on a computer and the benefits to a user. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P4.3 – Task 06** | Produce a guide with examples on how you undertook routine Physical maintenance tasks on a standalone computer system. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P4.4 – Task 07** | Explain the purpose and effect of replacing consumables will have on a computer and the benefits of these to a user. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P4.4 – Task 08** | Produce a guide with examples on how you would go about replacing consumables such as Printer Cartridges in a Business environment. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P4.5 – Task 09** | Explain the purpose and effect routine component replacement policies will have on a computer and the benefits of these to a user. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Hardware** | | | | | **Software** | | | | | | | **Health and Safety** | | | | | | | **Compatibility issues** | | |
| **P4.5 – Task 10** | Produce a guide with examples on how you undertook at least two component replacement tasks on a standalone computer system and explain how you took the above issues into consideration. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P4.6 – Task 11** | Discuss the organisational procedures for disposing of old equipment and the merits for your businesses of each procedure. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Manufacturer disposal** | | | | | | | **Professional waste disposal** | | | | | | | | | **Donation to charity** | | | | | |
| **P4.7 – Task 12** | Discuss the legal procedures for disposing of old equipment and the merits and pitfalls for your businesses of legal compliance and disobedience. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Environmental Protection Act 1990** | | | **The Data Protection Act 1998** | | | | | **The Hazardous Waste Directive 2005** | | | | | **The Waste Electronic & Electrical Equipment Directive (WEEE** | | | | | | | | **Landfill Regulations 2002** |
| **LO4 - Be able to monitor and improve systems performance** | | | | | | | | | | | | | | | | | | | | | | | | | |
| **P5.1 – Task 01** | Use a range of simple monitoring tools to assess system Performance. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P5.2 – Task 02** | Research and explain the functions and purpose of system monitoring tools with examples and explain their benefits to a network manager to assess system Performance. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P5.3 – Task 03** | Demonstrate using system repair tools including defragmentation and deleting temporary files. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P6.1 - Task 04** | Set up and install the additional hardware and the device drivers for a network card, sound card and graphics card with evidence. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Graphics Card** | | | | | | | **Sound Card** | | | | | | | | | **Network Card** | | | | | |
| **P6.2 – Task 05** | Demonstrate configuring the BIOS and editing power management options for optimum performance. Justify the need and benefits of doing this. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **P6.3 – Task 06** | Demonstrate setting up, configuring and installing Firmware updates and OS updates performance. Justify the need and benefits of doing this. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Firmware updates** | | | | | | | | | | | | **Operating systems** | | | | | | | | | |
| **P6.4 – Task 07** | Demonstrate setting up Memory Management on your System and optimising the Disk for more optimal settings. Justify the need and benefits of doing this. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Memory Management** | | | | | | | | | | | | **Disk optimisation** | | | | | | | | | |
| **P6.5 – Task 08** | Demonstrate setting up and configuring Protection measures on your System. Justify the need and benefits of doing this. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Virus Checker** | | | | | | | **Antispyware** | | | | | | | | | **Firewall** | | | | | |
| **P6.6 – Task 09** | Discuss the company considerations that are made that limit or affect the way systems are managed, secured and installed in terms of adding hardware and managing utilities. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Data Integrity** | | | | | | | **Costs** | | | | | | | | | **Timescales** | | | | | |
| **M3.1 - Task 10** | Test a configured computer system for functionality, optimisation, System construction and configured applications. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **M3.2 – Task 11** | From LO2, complete the Planning documentation and explain how this has been effective in upgrading and installing hardware and software. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **D2.1 – Task 12** | Demonstrate using system repair tools including defragmentation and deleting temporary files. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **D2.2 – Task 13** | Assess the improved performance of the system against previous settings. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **D2.3 – Task 14** | Review the improvements made to the system; critically evaluate at least one of the software upgrades and at least one of the hardware upgrade. | | | | | | | | | | | | | | | | | | | | | |  | |  |
| **Computer Performance** | | | | | **Speed** | | | | | | | **Compatibility** | | | | | **Windows Experience Index** | | | | |