



## COMPUTER ENGINEERING

### Level 4 Diploma

#### UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

##### Question 1

- (a) Briefly explain the role of the operating system (OS) in concurrent process control. (4 marks)
- (b) Define the term 'distribution' as it relates to operating systems, with reference to how different distributions satisfy different end-user requirements. (4 marks)
- (c) Identify the key differences between the Windows 7 (SP1) and Ubuntu (Raring Ringtail) operating systems and explain which would be more suitable for a manager doing finance in a small start-up business. (12 marks)

##### Question 2

- (a) List the key differences between a 'Graphical User Interface (GUI)' and a 'Command Line Interface (CLI)'. (4 marks)
- (b) State FOUR reasons why a user may choose to execute a program through the command shell, rather than the GUI. (4 marks)
- (c) Describe the steps required to locate and run a piece of software from a new remote network location, identifying the differences between using a GUI and a CLI. (12 marks)

##### Question 3

- (a) Discuss the computer hardware requirements for the Windows 7 Operating System (OS), with reference to driver compatibility. (10 marks)
- (b) Explain, with detail, a method for deploying an OS to multiple computer systems with identical hardware. (10 marks)

##### Question 4

- (a) Explain the role of 'Safe Mode' and when it is appropriate for troubleshooting problems with an OS. (10 marks)
- (b) Evaluate THREE different sources of troubleshooting support and documentation, with reference to quality. (10 marks)

##### Question 5

Explain why some software packages are accompanied by 'redistributables' and outline, in detail, their role in installing a new application that does not come with an installation program. (20 marks)

##### Question 6

State the key features of health and safety policies within the context of providing professional IT support to a domestic PC user and discuss how they can be practiced effectively. (20 marks)

##### Question 7

Analyse the key features of an effective environmental policy within the context of providing professional IT support to a desktop publishing business. (20 marks)