



## Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

### UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

#### Question 1

- (a) **State** what is meant by the term 'operating system' (OS). (6 marks)
- (b) **Explain** what is meant by the concurrent capabilities of an OS. (6 marks)
- (c) **Describe TWO** features of a real-time OS. (8 marks)

#### Question 2

- (a) **State** what is meant by the term 'plug and play'. (6 marks)
- (b) **Explain** the role of 'Device Manager' in Windows. (6 marks)
- (c) **Describe** how the 'Add Hardware Wizard' is used in Windows. (8 marks)

#### Question 3

**Identify FIVE** software tools for dealing with system faults and **explain** the purpose of each. (20 marks)

#### Question 4

- (a) **Describe** the installation procedure for a common Windows OS application. Use examples to support your answer. (10 marks)
- (b) **Explain** the benefits of using a semi-automated installation method, such as Ninite. (10 marks)

#### Question 5

- (a) **Describe TWO** essential aspects of a health and safety policy for use in a professional support environment. Use examples to support your answer. (10 marks)
- (b) **Explain** why good communication skills and professionalism are important in the workplace. (10 marks)