



Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

- (a) **Illustrate** concurrency in the context of a personal computer operating system(OS). Use examples to support your answer. (10 marks)
- (b) **Describe TWO** implementation examples of concurrency. (10 marks)

Question 2

- (a) **Illustrate** how the graphical explorer of the Windows OS locates files, folders and devices. (10 marks)
- (b) **Describe** how to access and use the configuration panels and administration tools. (10 marks)

Question 3

- (a) **Discuss** the process of ensuring that adequate hardware is available for an effective Windows OS installation. (10 marks)
- (b) **Explain** the use of Device Manager to update device drivers and modify hardware settings. (10 marks)

Question 4

- (a) **Describe** how to use Windows applets to troubleshoot a new installation. (10 marks)
- (b) **Discuss** the use of Safe Mode and the System Restore Utility to help ensure the integrity of a Windows OS installation. (10 marks)

Question 5

Assess the skills, policies and procedures needed to be able to work effectively in a professional support environment. (20 marks)