



## Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

### UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

#### Question 1

(a) **Explain** how the graphical Windows Operating System (OS) interface enables a user to locate local and remote files, folders and network devices. (10 marks)

(b) **Describe** the role of the command shell in accessing the features of the Windows OS and text mode applications. (10 marks)

#### Question 2

**Discuss** the process of setting up a new Windows OS installation in terms of resource requirements, compatibilities and settings. (20 marks)

#### Question 3

(a) Using examples, **explain** how online forums and discussion groups can help identify and solve an OS system fault. (10 marks)

(b) **Describe TWO** system utilities that can be used to remedy any faults in the installation. (10 marks)

#### Question 4

Using examples, **discuss** how to identify the requirements before installing an additional Windows OS application, and why it is important that these are identified. (20 marks)

#### Question 5

(a) **Explain** why it is important for IT professionals working with a new Windows OS installation to comply with relevant environmental and safety procedures. (10 marks)

(b) **Describe TWO** communication skills which are essential for IT professionals to have in the workplace and the benefits these skills provide. (10 marks)