



## Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

### UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

#### Question 1

- (a) **State** the meaning of the term 'operating system'. (2 marks)
- (b) **Describe** the process of choosing which operating system to install. (6 marks)
- (c) **Compare how** Microsoft Windows **and** Linux Ubuntu differ in terms of security and virus protection. (12 marks)

#### Question 2

- (a) **State** the meaning of the term 'command shell'. (2 marks)
- (b) **Explain why** the command shell is used to run common text mode applications. (6 marks)
- (c) **Illustrate how** to write a batch file to execute a series of commands. Use diagrams and/or examples to support your answer. (12 marks)

#### Question 3

- (a) **State how** to identify system faults. (2 marks)
- (b) **Describe TWO** common issues associated with drivers. (6 marks)
- (c) Referring to your response to Question 4b, **illustrate how** to troubleshoot driver issues using the Device Manager. Use diagrams and/or examples to support your answer. (12 marks)

#### Question 4

- (a) **State** the purpose of safety policies in a professional support environment. (2 marks)
- (b) **Describe THREE** key considerations to incorporate into safety policies. (6 marks)
- (c) Referring to your response to Question 4b, **illustrate TWO** potential implications of failing to adhere to safety policies. Use diagrams and/or examples to support your answer. (12 marks)

#### Question 5

**Illustrate** the process of installing Windows 7. Use diagrams and/or examples to support your answer. (20 marks)