



Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

- (a) **State** the meaning of the acronym 'OS'. (2 marks)
- (b) **Describe THREE** key features of an OS. (6 marks)
- (c) Referring to your response to Question 1b, **compare TWO** OSs **with** respect to these key features. (12 marks)

Question 2

- (a) **State** the meaning of the acronym 'CLI'. (2 marks)
- (b) **Describe** the appearance of a CLI. (6 marks)
- (c) **Illustrate how** a CLI is used to navigate files and folders. Use diagrams and/or examples to support your answer. (12 marks)

Question 3

- (a) **State** the meaning of the term 'installation'. (2 marks)
- (b) **Describe TWO** types of installation procedure. (6 marks)
- (c) **Explain how** to identify and verify the requirements for an application. (12 marks)

Question 4

- (a) **State** the purpose of an environmental policy. (2 marks)
- (b) **Outline THREE** key features of an environmental policy. (6 marks)
- (c) Referring to your response to Question 4b, **illustrate TWO** possible implications of failing to adhere to an environmental policy. Use diagrams and/or examples to support your answer. (12 marks)

Question 5

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

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