



Professional Qualification in COMPUTER ENGINEERING

Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

- a) **Identify TWO** recent versions of Windows **and** Linux. (4 marks)
- b) **Compare TWO** key differences between Windows **and** Linux. (12 marks)
- c) Referring to your answer to Question 1b, **suggest** which has the greater level of configurability. **Justify** your answer. (4 marks)

Question 2

- a) **Define** the acronym 'CLI'. (2 marks)
- b) **Compare and contrast** the advantages **and** disadvantages of CLI. (12 marks)
- c) Referring to your answer to Question 2b, **suggest TWO** reasons why a technician would use CLI to access administrative tools. **Justify** your answer. (6 marks)

Question 3

- a) **Describe** how to locate drivers for computer hardware. (2 marks)
- b) **Illustrate** the process of installing **and** configuring a new peripheral. Use an example and diagrams to support your answer. (12 marks)
- c) Referring to your answer to Question 3b, **discuss how** 'plug and play' can simplify the configuration process. (6 marks)

Question 4

- a) **Outline** the process of installing an application on Windows. (4 marks)
- b) **Compare** the advantages **and** disadvantages of batch installation services such as Ninite. (12 marks)
- c) Referring to your answer to Question 4b, **suggest** whether installation services should be run immediately after a new OS installation. **Justify** your answer. (4 marks)

Question 5

- a) **Explain** why environmental policies are important. (2 marks)
- b) **Illustrate** an example of an environmental policy **and** how technicians are expected to conform with that policy. Use a diagram to support your answer. (12 marks)
- c) Referring to your answer to Question 5b, **discuss** the risks associated with failure to follow the policy. **Justify** your answer. (6 marks)

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