

Assessment Task

Units:	ICTICT201 Use computer operating systems and hardware
Candidate Name:	Engel Chad Mateo
Assessment conditions:	<p>Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general information and communications technology (ICT) industry, and include access to:</p> <ul style="list-style-type: none"> • hardware components • work health and safety (WHS) standards and organisational policy and procedures • an operating system currently used in industry • software configuration guides • documents detailing operating system control panel and configuration data.
Instructions for assessor:	Candidates to complete the following tasks, knowledge questions and workplace testimonial relating to your workplace or a simulated workplace.
Instructions for candidate	ENSURE THAT YOU PUT YOUR NAME AND DATE OF SUBMISSION IN THE FOOTER OF EACH DOCUMENT SUBMITTED FOR ASSESSMENT

Level of Performance Expected

AQF Expectations for level 2

Graduates at this level will have knowledge and skills for work in a defined context and/or further learning. They will have basic factual, technical and procedural knowledge of a defined area of work and learning

Graduates at this level will have basic cognitive technical and communication skills to apply appropriate methods, tools, materials and readily available information to:

- Undertake defined activities
- Provide solutions to a limited range of predictable problems

Graduates at this level will apply knowledge and skills to demonstrate autonomy and limited judgement in structured and stable contexts and within narrow parameters

Version Control

Version:	Date Updated:	Update details
1.0		Created
2.0	Jan 2018	Level of performance and instructions

Task 1 - Observation


You are required to Set up, configure and optimise an operating system.

Throughout this task you will be observed going through the process of how you set up a computer. Setting up a computer consists of many variables such as ensuring computer is turned on and powers up etc.

Configuring a computer also has many steps that must be followed, such as assigning a user to the computer, giving the computer a name for identification etc.

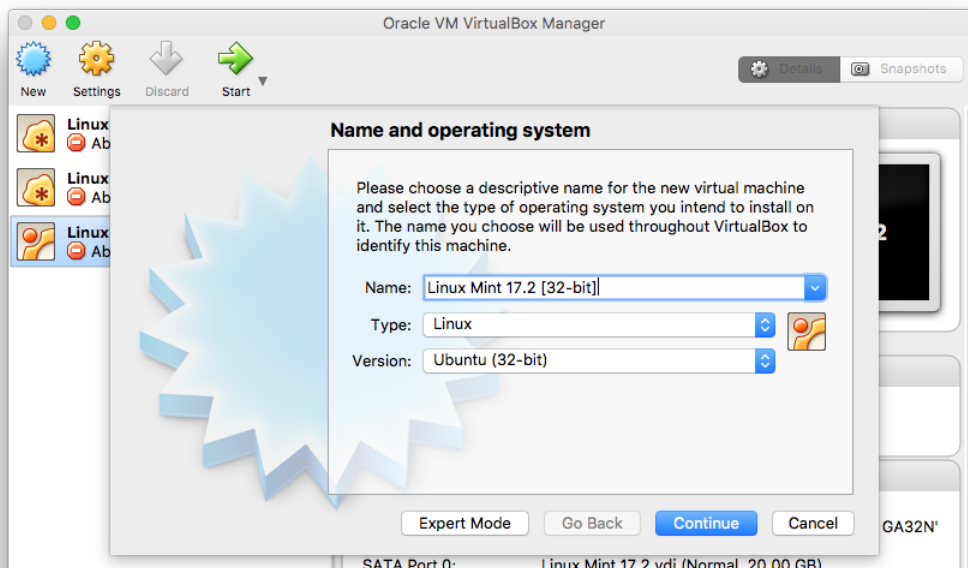
Optimising a computer is about making sure it operates at its best so making sure settings are ideal for purpose etc.

Assessor will complete the following checklist of tasks you are required to complete to ensure that the above tasks have been successfully undertaken.

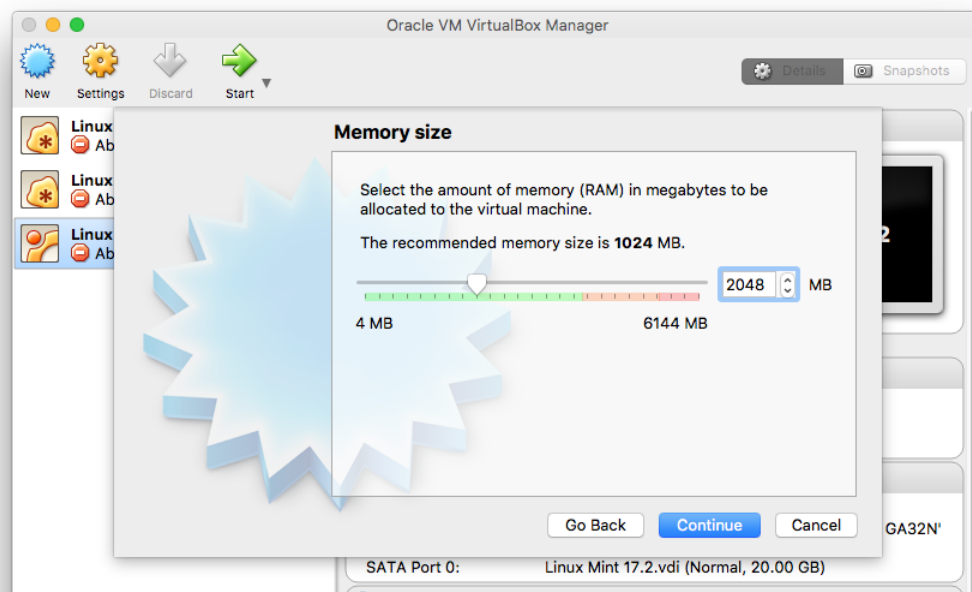
Has the candidate successfully completed the following tasks:	Y/N	Comments:
Configure power management settings to minimise power consumption	✓	
Use both the graphical interface and the command line interface to perform basic tasks	✓	
Install or upgrade application software	✓	
Change boot and start-up configuration of the operating system	✓	
Assessor signature:		Date:

Part 1 - Setup Linux in virtual Machine

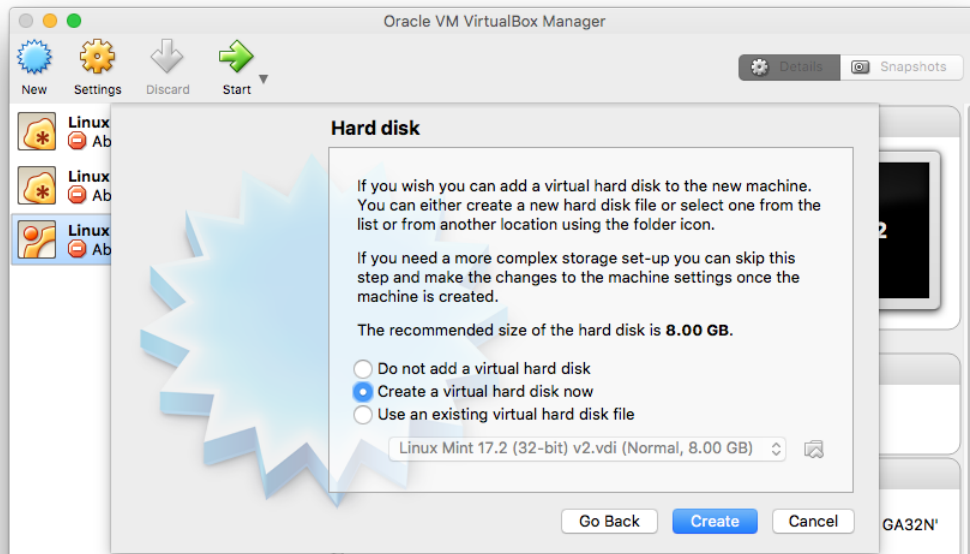
Step1: System Type

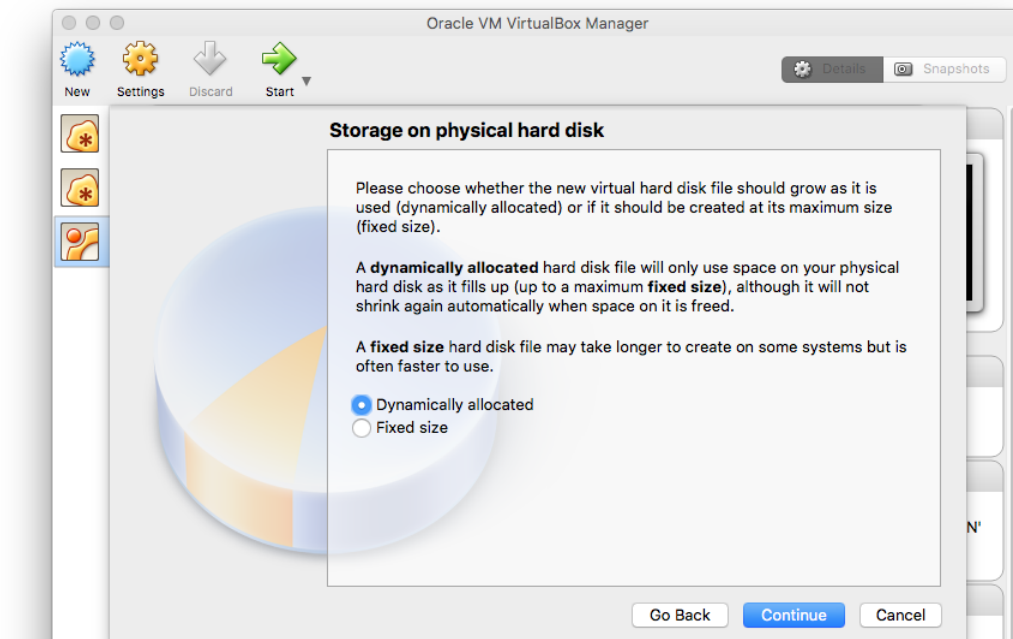


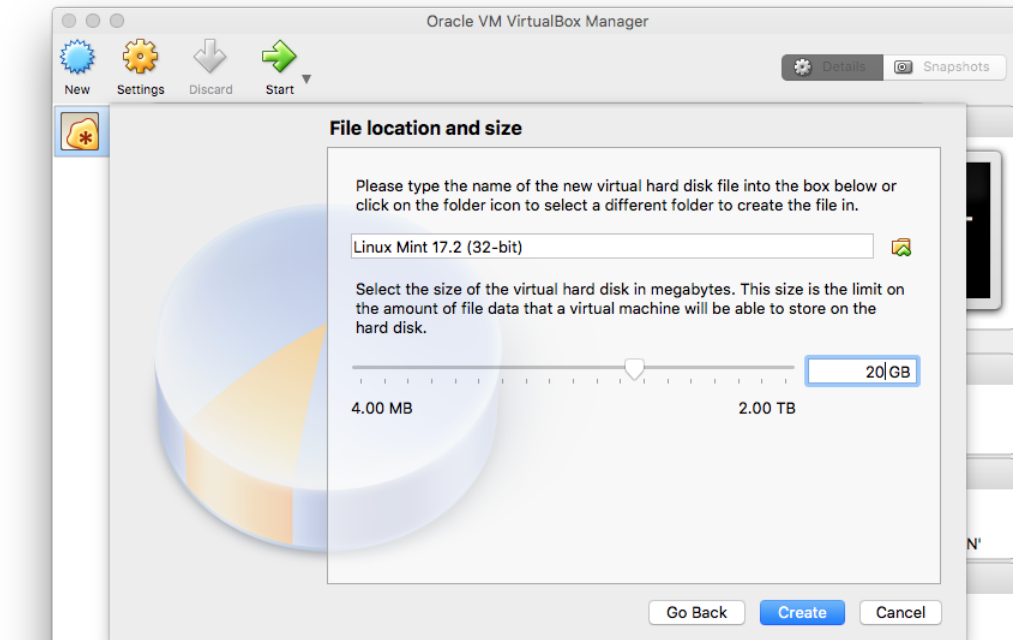
Step2: Amount of RAM



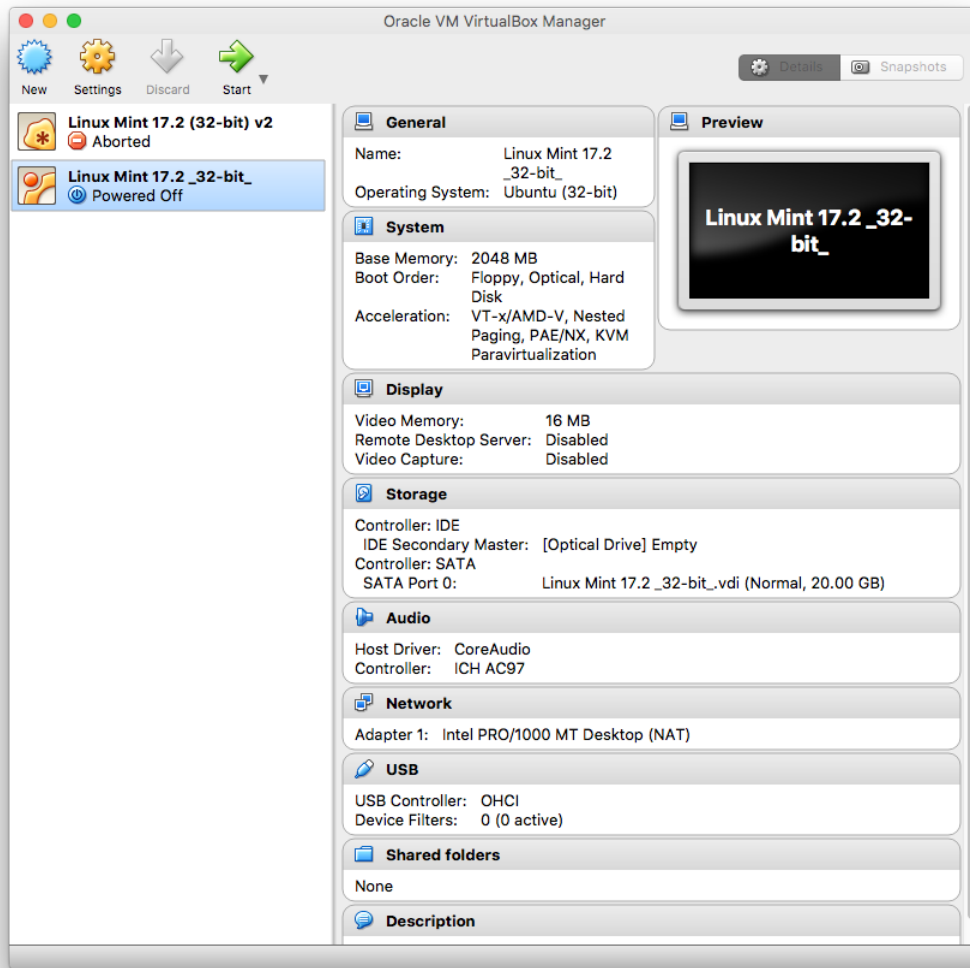
Step3: Creating Virtual Hard Drive







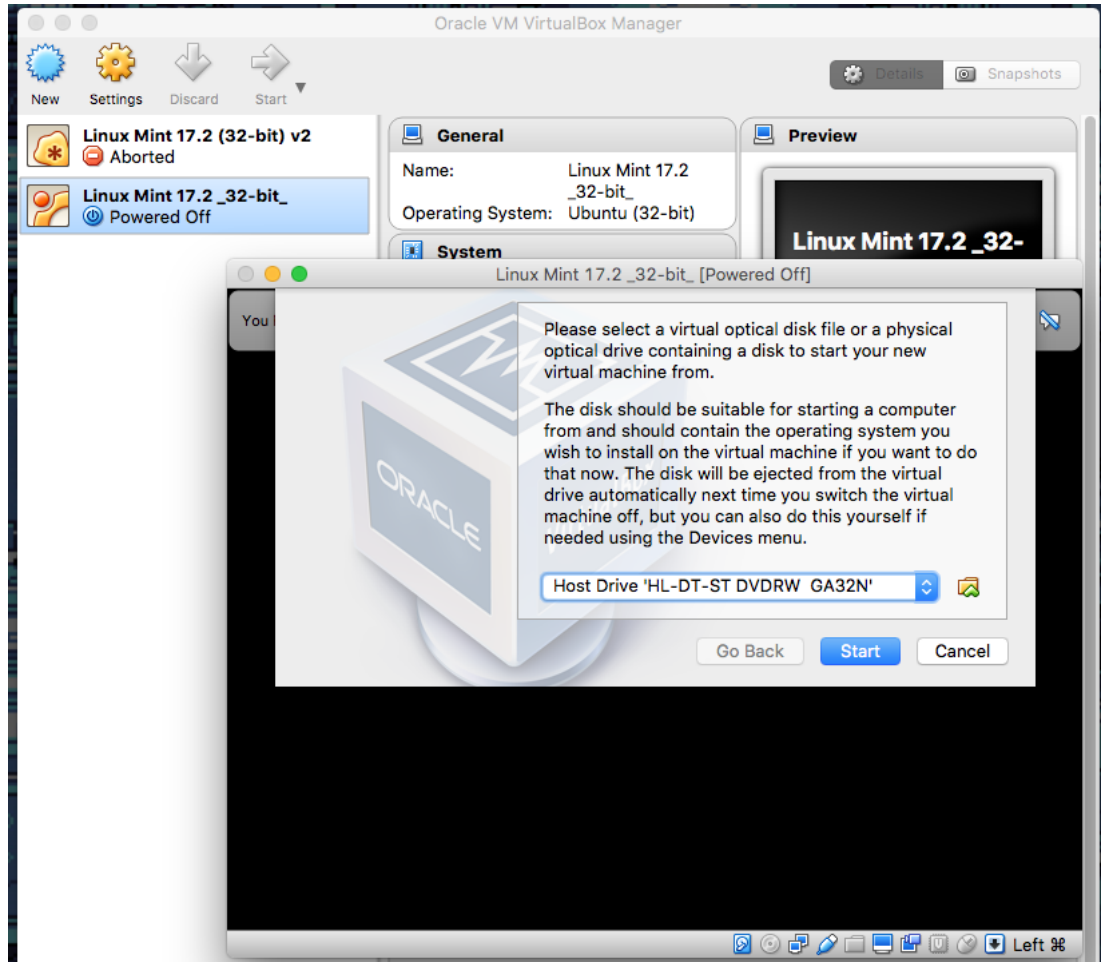
Step4: Select Linux ISO File



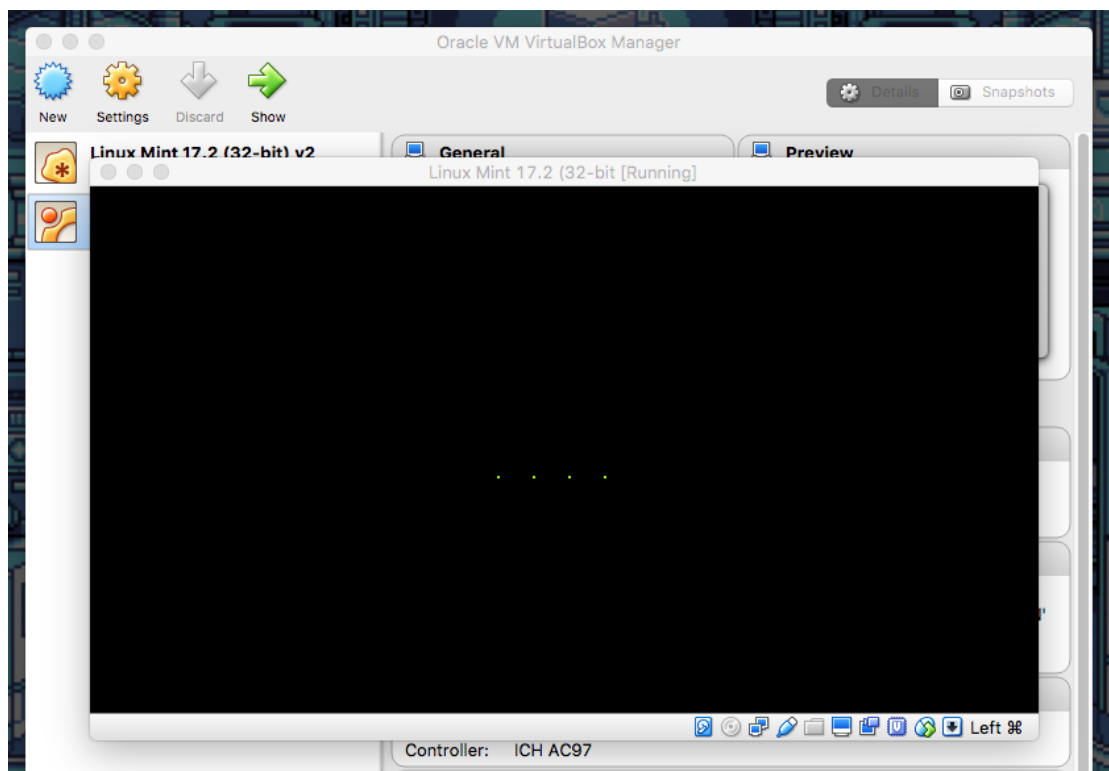
The screenshot displays the Oracle VM VirtualBox Manager interface. On the left, a list of virtual machines is shown, with 'Linux Mint 17.2 (32-bit) v2' (Aborted) and 'Linux Mint 17.2 _32-bit_' (Powered Off) visible. The main area shows the settings for the selected VM, organized into several sections:

- General:** Name: Linux Mint 17.2 _32-bit_, Operating System: Ubuntu (32-bit)
- System:** Base Memory: 2048 MB, Boot Order: Floppy, Optical, Hard Disk, Acceleration: VT-x/AMD-V, Nested Paging, PAE/NX, KVM Paravirtualization
- Display:** Video Memory: 16 MB, Remote Desktop Server: Disabled, Video Capture: Disabled
- Storage:** Controller: IDE, IDE Secondary Master: [Optical Drive] Empty, Controller: SATA, SATA Port 0: Linux Mint 17.2 _32-bit_.vdi (Normal, 20.00 GB)
- Audio:** Host Driver: CoreAudio, Controller: ICH AC97
- Network:** Adapter 1: Intel PRO/1000 MT Desktop (NAT)
- USB:** USB Controller: OHCI, Device Filters: 0 (0 active)
- Shared folders:** None
- Description:** (Empty)

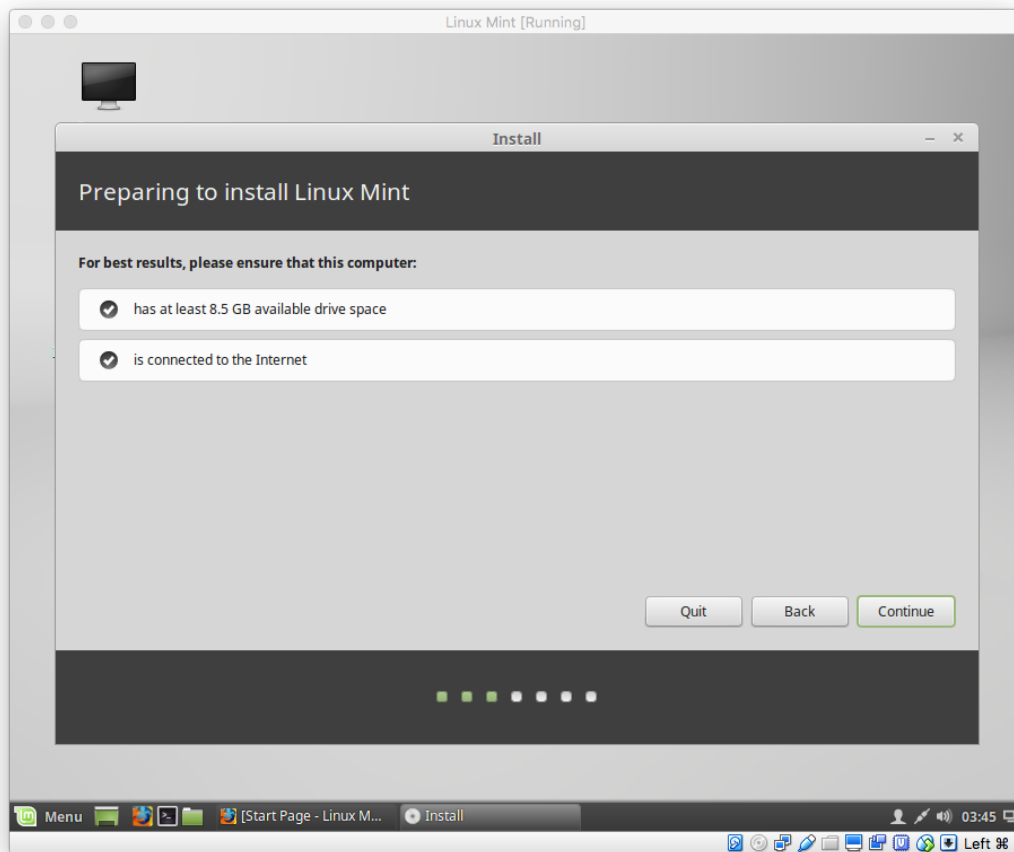
A red checkmark is drawn on the right side of the page, indicating that the configuration is correct.

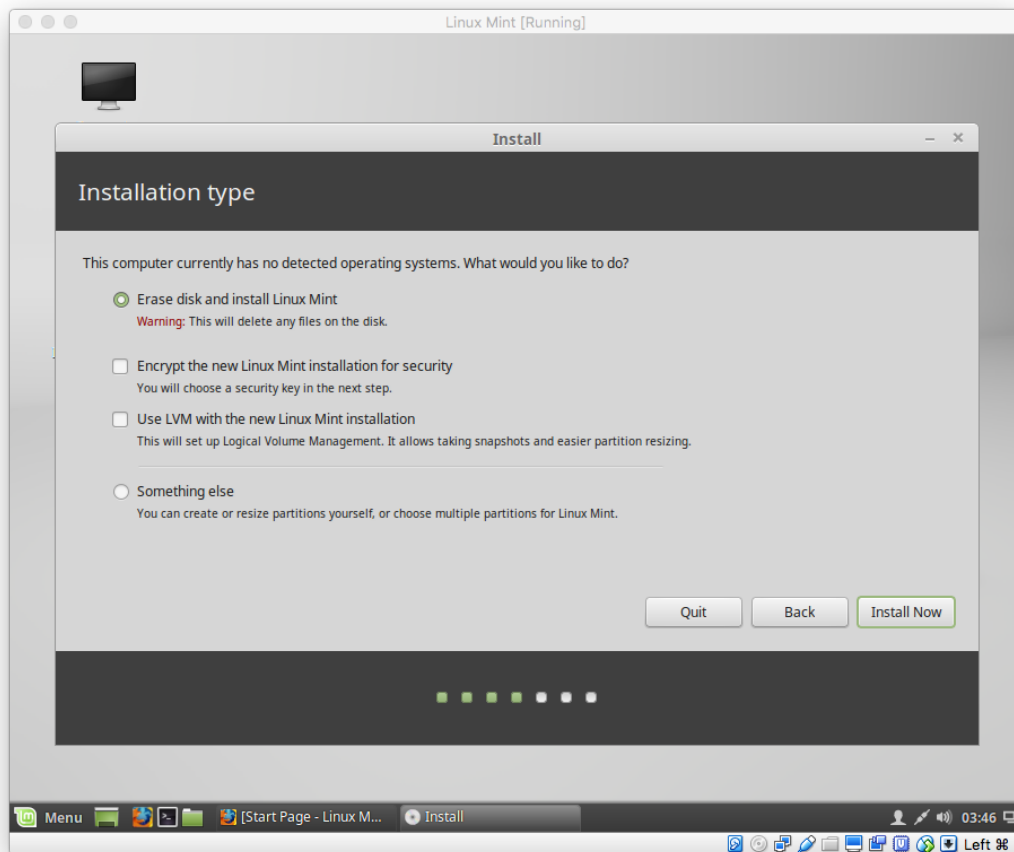


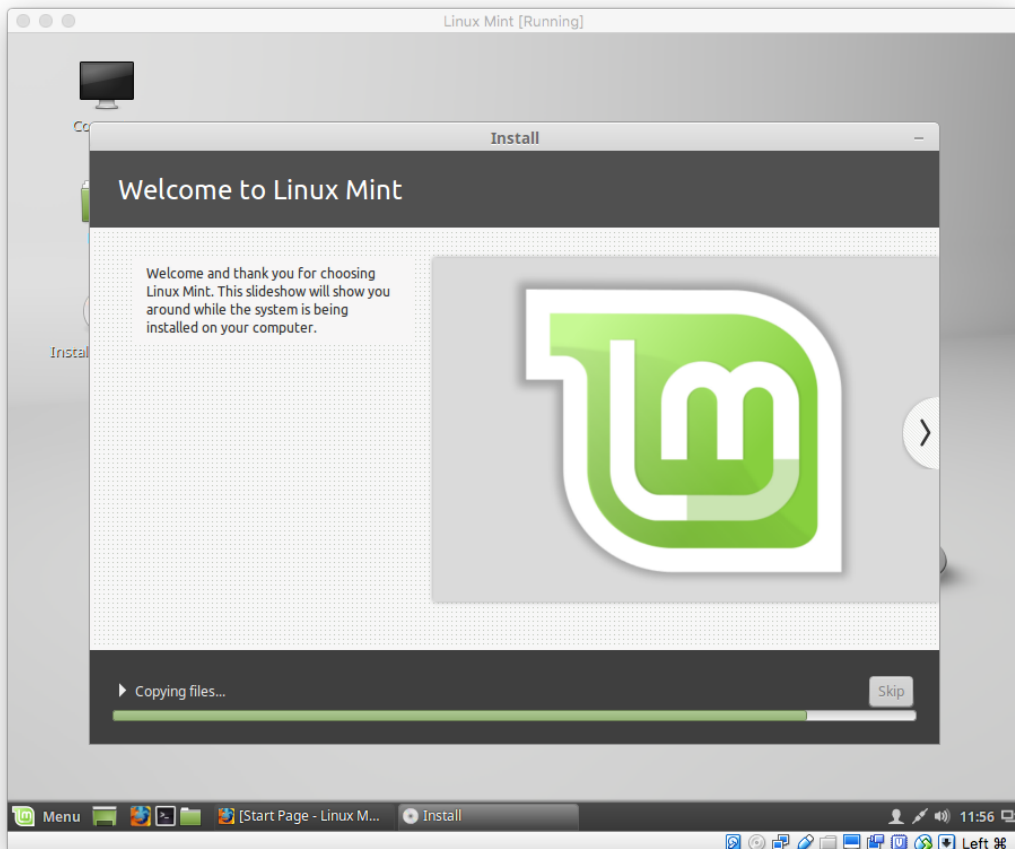
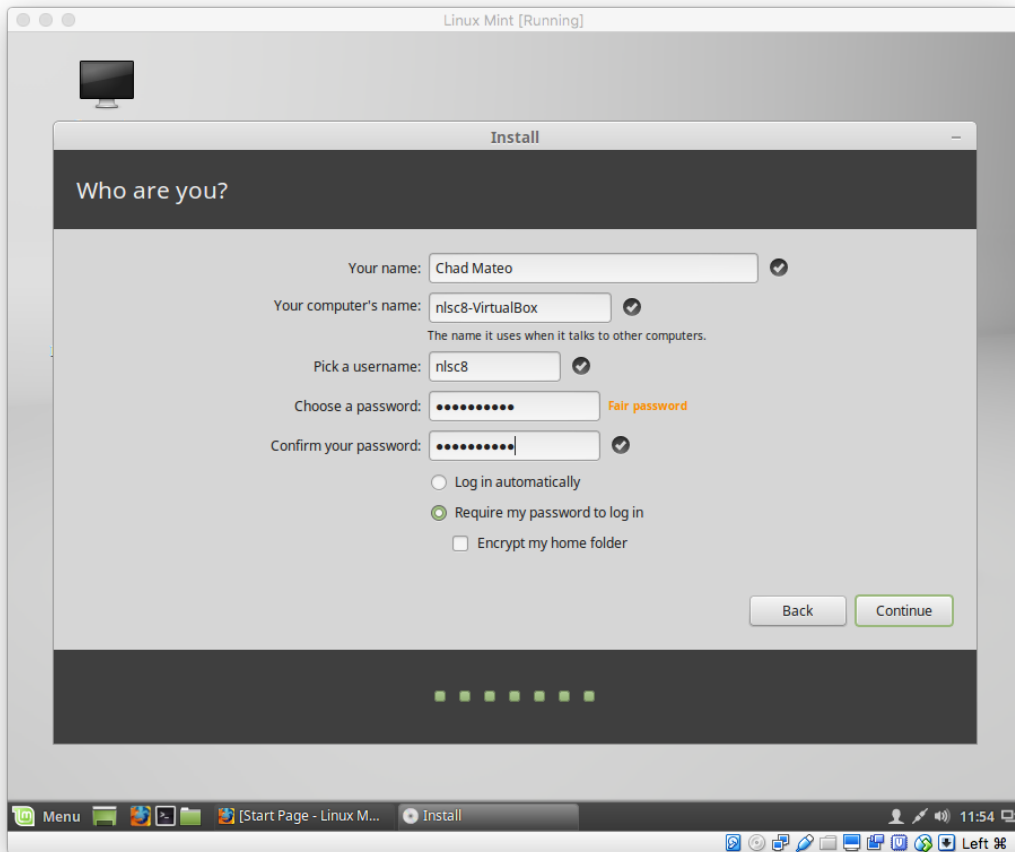
Note: if the loading screen (green dots) pops up, it indicates that the setup is working



Step5: Installing Linux from the disk and making an account





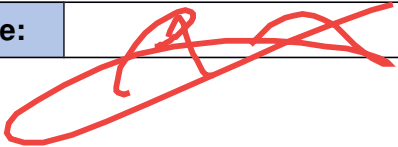


Task 2 - Observation

Optimise the operating system using included tools or third party utilities.

In this task, you are required to optimise the operating system. Optimising an operating system is all about administrative tools to have the computer working at peak performance. Such tasks may include, but not limited to installing anti-virus software, disabling unwanted programs etc.

Your assessor will observe you completing the following tasks as outlined in the below checklist.

Has the candidate successfully completed the following tasks:	Y/N	Comments:
Set up and install external hardware components	✓	
Install drivers as appropriate	✓	
Customise the graphical user interface	✓	
Use the command line interface for specific tasks	✓	
Assessor signature:		Date:

Task 3 - Research

Contact two business organisations to find out details of their IT equipment.

Ask each of the businesses questions in relation to what is used in terms of operating system, hardware and software as outlined in the below chart and is this equipment used mandatory or are they able to change to other alternatives.

Complete the following table based on the information gathered by your research to collate the information.

Copy into

	Business A – (McDonalds)	Business B – (insert business name)
Operating system	Windows	Windows
Computers	Office Computer	Business Computer
Phones	Landline	Landline and Personal Business Phone
Software	https://www.featuredcustomers.com/customer/mcdonalds/reviews	https://www.featuredcustomers.com/customer/kmart/reviews
Peripherals i.e. printer.	Printers, Monitors	Monitors, Keyboards, Scanners, Printers

What generalisations can you make about industry standards based on your research?
What do the businesses have in common?

Most of the businesses have a certain technology or computer system to run their business. Some examples are CRM (customer relationship management), networking, telephone system, accounting system and inventory control system.

Task 4 - WHS Instructions

This assessment requires you to complete an induction worksheet for a new employee. If a new employee isn't commencing during your placement, then you can theories based on your experiences and create a checklist for future use. Have your supervisor check for accuracy.

Based on your experience in your workplace or simulated workplace, create a one page instruction sheet for a new member of staff on the WHS principles and responsibilities of using computers systems.

This instruction sheet needs to cover the various points in regards to workplace health and safety. Some examples may include, but are not limited to hazard reporting document procedures, evacuation procedures and ergonomics etc.

Make sure your instruction sheet follows the style guide of your workplace or simulated workplace.

Attach your checklist to the assessment when submitting.

This was covered in BSBWHS201 lesson 8

Knowledge Questions

The knowledge questions include Core Skills for Work required for this unit. These are a set of non-technical skills, knowledge and understandings that underpin successful participation in work.

Your facilitator will provide further information for the completion of the knowledge questions. You should ensure that you use workplace examples to support your answers.

1. How do you identify the version of the operating system and ensure that it is up to date?

The easiest way is to check the properties of the computer on the control panel.

2. Explain what is meant by the term interoperability between operating systems.

It means the ability to computer systems or software to exchange and make use of information.

3. Explain the functions of single user operating systems and multi user operating systems.

Single user operating system becomes a mode where the user has a multi purpose computer screen to run the program and the operating system boots into a single super user that controls all the activities.
Multi user operating system allows multiple users on different computers or terminals to access a single system.

4. List the different steps you would take if an application is not starting up after being installed or is not working properly?

Some troubleshooting methods

- Free up some RAM by closing other programs
- Restart the software
- Shutdown and restart the computer
- Use the troubleshoot option of the software
- Undo any recent hardware or software changes
- Uninstall the software, then install again
- Look for software patches
- Scan for viruses and malware
- Check firewall conflict
- Boot up in Safe Mode
- Defragment your hard drive



5. How would you proceed if an external device such as a printer or external hard drive is not responding?

I would troubleshoot them in a basic way.
Plug in and plug out and try restarting the device.



Workplace Testimonial

As part of the assessment requirements you must provide a testimonial as evidence of your performance in the workplace. This report must be completed by your direct line manager or supervisor. If a workplace is not available for any of the following skills, they may be assessed in a simulated workplace.

Name of Candidate:	Engel Chad Mateo	
RTO:	Skills Strategies International	
Unit of Competency:	ICTICT201 Use computer operating systems and hardware	
Manager/Supervisor:	Cray Blair	
Workplace:	NLSC	
Contact No:	9314 0444	
Does the candidate competently and consistently demonstrate the following skills in the workplace:	Y/N	Comments
Identifies and reviews both on-line and hard-copy text containing simple sentences with terminology relevant to the ICT industry	✓	
Interprets and comprehends diagrams, icons, symbols, text, numbers and letters necessary to install and configure operating systems, software and hardware	✓	

Uses systems related syntax, text and numbers to input commands	✓	
Uses correct terminology, text, letters and numbers to respond to computer generated prompts	✓	
Plans routine tasks with familiar goals and outcomes, taking limited responsibility for decisions regarding sequencing and timing		
Understands purposes, specific functions and key features of common digital systems and tools	✓	
Manager/Supervisor Signature:		Date:



6/7/18