



IT Networking & Systems Support

Unit 25
(Maintaining Computer Systems)

Assignment 1

'Trouble-free Systems Please'

Date Set : 16/09/13

Review Date :

Date Due : 04/11/13

COURSE NAME / CODE	
UNIT / MODULE / K/F SKILL / CODE	Unit 25 – Maintaining Computer Systems
LEVEL	Level 3
ASSIGNMENT TITLE	Assignment 1

LECTURER/ASSESSOR	
ISSUE DATE	
DEADLINE DATE	
RETURN MARKED WORK TO STUDENT	

Student declaration

I declare that this assignment is all my own work and the sources of information and material I have used (including the internet) have been fully identified and properly acknowledged as required.

STUDENT NAME	SIGNATURE

ASSESSMENT DETAILS & GRADING CRITERIA

(NB: Columns 1 & 2 of the table below will be completed once the assignment has been submitted) Please note that criteria & evidence should be aimed to give the learner the maximum grade available within their qualification (i.e. A, Pass, Distinction)

CONTEXT FOR TASK		TASK	1) EVIDENCE SEEN			2) CRITERIA MET			
GRADING CRITERIA FOR TASK		EVIDENCE	Y	P	N	Y	P	N	IV
P1	Explain the issues organisations must consider when planning computer systems maintenance.								
P2	Assess the health and safety risks facing the practitioner when maintaining computer systems.								
P3	Describe a planning technique that can be used to schedule maintenance activities.								
M1	Explain the need for policies and procedures to control the maintenance of computer systems								

KEY: Y = Yes, P = Partially, N = No

BREAKDOWN OF HOW GRADES WILL BE AWARDED:

(NB: Please tick as appropriate)

TYPE OF QUALIFICATION	TICK	DESCRIPTION
NVQS		Pass / Fail
BTECS / WORKSKILLS	√	Pass / Merit / Distinction / Fail

FUNCTIONAL / KEY SKILLS		Pass / Fail
A LEVELS / A2		A-U
DILPOMAS		A*-U (Found Dip A*-B or U / Higher Dip A*-C or U / Advanced Dip A*-E or U
ACCESS to HE		Pass / Merit / Distinction / Fail
OTHER (Please Indicate)		

Internal Verification of Assignment Brief

IV Full Name		Sign		Date:	
LIV Full Name		Sign		Date:	

ASSIGNMENT FEEDBACK SHEET

Assessor Feedback:		
Main Strengths:		
Main Weaknesses:		
General comments:		
Actions on how to improve the assignment for resubmission where relevant. Including actions to be addressed by Assessor.		
Action	To be Completed by	Date for Completion
Feedback from Learner:		

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Grade Awarded:	
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Signed (Assessor)	Date	
Signed (Learner)	Date	

Resubmission

NB: Where work is resubmitted, use the resubmission form below. This should indicate the learner's improved grade where applicable

Resubmission Date	
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Resubmissions (use if applicable)

Assessor Feedback:		
Main strengths:		
Main Weaknesses:		
General comments:		
Actions on how to improve the assignment for resubmission where relevant. Including actions to be addressed by Assessor.		
Action	To be Completed by	Date for Completion

Feedback from Learner:	
Date resubmission	
New Grade Awarded:	

Signed (Assessor)		Date	
Signed (Learner)		Date	

Learning outcomes to be covered

1. Understand the organisational issues related to computer system maintenance.
2. Know how to plan computer system maintenance.
3. Be able to perform routine housekeeping on computer systems.
4. Be able to monitor and improve systems performance.

Grading criteria

To achieve the following Pass criteria

P1: Explain the issues organisations must consider when planning computer systems maintenance.

P2: Assess the health and safety risks facing the practitioner when maintaining computer systems.

P3: Describe a planning technique that can be used to schedule maintenance activities.

To achieve the following Merit criteria

M1: Explain the need for policies and procedures to control the maintenance of computer systems.

Scenario

A new business requires information on developing policies and procedures for maintenance of its computer systems, including how best to plan and what the health and safety risks are, in order to show that you are fully capable of understanding and implementing good safe working practices, you are required to carry out the following tasks.

It is also required that you show a good understanding of organisational procedures within a company framework.

Task 1

In a report Explain the issues organisations must consider when planning computer systems maintenance.

These **issues** should include: organisational policies and procedures like **procurement, sustainability and environmental issues, reporting, documentation and problem escalation procedures, employee and employer responsibilities. (P1)**

Task 2

Produce a brief report explaining health & safety issues and requirements for **end users** that covers the use of computer systems & furniture or other associated (For example; Electrocutation, fire, electrostatic discharged and ergonomic factors). Quote any official legislation that may be applicable.

Also **produce a brief health and safety user guide report for technicians** that may have to dismantle & repair computer systems. (ESD wrist-strap, ESD mats, tools, fires and fire fighting equipment etc.) **(Report) (P2).**

Task 3

You are required to **create** a PowerPoint presentation describing **a planning technique** that can be used for scheduling maintenance activities. *(Note: In your selected technique describe, what it is? Why it is needed? Provide examples, its advantages and disadvantages)*

(Examples of **planning techniques** are; route maps, upgrade paths, schedules, Gantt charts; **operational planning; (PowerPoint Presentation) (P3).**

Task 4

Based on the information provided for the pass criteria and your research, generate a reasoned argument to **explain** the need to have policies and procedures to control the maintenance of Computer Systems activities in any organisations. **(PowerPoint Presentation) (M1)**

(Note: Emphasis why policies and procedures are needed, just a simple list is not enough. Provide examples of failures in systems caused by lack of policies and procedure)

Please note! All your assignment must have the following:

Work to be submitted

- Assignment Activity Front Sheet
- Contents page
- Introduction
- Conclusion
- Tasks completed- P1, P2, P3 and M1
- Bibliography, Reference, Sources and Website Page/s.

Recommended Sources:

Indicative reading for learners

Textbooks

Andrews J – *A+ Guide to Hardware: Managing, Maintaining and Troubleshooting, 4th Edition* (Course Technology Inc, 2007) ISBN-10: 0619217626, ISBN-13: 978-0619217624

Minasi M, Wempen F and Docter Q – *The Complete PC Upgrade and Maintenance Guide, 5th Edition* (John Wiley and Sons Ltd, 2005) ISBN-10: 0782144314, ISBN-13: 978-0782144314

Mueller S – *Upgrading and Repairing PCs, 19th Edition* (Que, 2009)
ISBN-10: 0789739542, ISBN-13: 978-0789739544

Website

www.helpwithpcs.com/maintenance/pc_maintenance.htm