



## Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

### UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

#### Question 1

- (a) **Distinguish** between using a version of Linux with a UNIX-like userland and using a version of Linux with a non-UNIX-like userland. (10 marks)
- (b) **Describe TWO** operating system features in common deployments. (10 marks)

#### Question 2

- (a) **Discuss** the importance of updating device drivers and hardware settings using Device Manager. (10 marks)
- (b) **Explain** how to create system checkpoints and backups and how to boot to them. (10 marks)

#### Question 3

**Describe** the procedure for identifying any system faults following an OS installation, and **discuss** how software tools can help identify and remedy these problems. (20 marks)

#### Question 4

- (a) **Describe** the process of identifying the requirements of additional Windows OS applications. (10 marks)
- (b) **Describe** the alternatives to individual standard installations such as Ninite. (10 marks)

#### Question 5

- (a) **Describe** the contents of an appropriate health and safety policy for use in a professional support environment. (10 marks)
- (b) **Describe TWO** aspects of an environmental policy that would be relevant to a support environment. (10 marks)