



Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

Compare and **contrast** the features of the Microsoft Windows and the Linux operating systems. (20 marks)

Question 2

- (a) **Describe** how to install and boot a new OS. (10 marks)
- (b) **Explain** how to migrate user data onto a new OS. (10 marks)

Question 3

- (a) **Describe** the hardware checks required when setting up a new Windows OS installation. (10 marks)
- (b) **Explain** how to configure hardware for a new Windows OS installation. (10 marks)

Question 4

Explain how software tools and system utilities assist an IT engineer to identify and remedy faults in a Windows OS installation. (20 marks)

Question 5

- (a) **Describe** the health and safety procedures required in a professional IT support environment. (10 marks)
- (b) **Discuss** the importance of good communication skills and professionalism in the workplace. (10 marks)