



**Professional  
Qualification in**

**COMPUTER ENGINEERING**

**Level 4 Diploma**

**UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT**

**Question 1**

- (a) **State** what is meant by the term 'concurrency' in the context of a personal computer operating system. (6 marks)
- (b) **Identify** and **explain** an implementation of concurrency. (6 marks)
- (c) **Describe TWO** differences between Linux and Windows. (8 marks)

**Question 2**

- (a) **State** what is meant by the term 'batch files' in the context of using the command shell in Windows OS. (6 marks)
- (b) **Explain** how the command shell is used to run a common text mode application in Windows OS. (6 marks)
- (c) **Explain** how the command shell is used to manage running applications and processes. (8 marks)

**Question 3**

- (a) **Identify** and **explain** the hardware and compatibility requirements 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**

**Illustrate** the requirements and procedures of installing additional Windows OS applications. (20 marks)

**Question 5**

**Explain** how to apply appropriate safety and environmental procedures when working in a professional support environment. (20 marks)