



**Professional
Qualification in**

COMPUTER ENGINEERING

Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

- (a) **State** what is meant by the term 'real-time operating system'. (6 marks)
- (b) **Explain** the benefits of a real-time operating system and give examples of applications. (14 marks)

Question 2

- (a) **Describe** how to locate files, folders and devices using the Windows OS. (10 marks)
- (b) **Explain** how to use the command shell to run common applications. (10 marks)

Question 3

- (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 4

Illustrate the installation requirements and procedures of common Windows OS applications. (20 marks)

Question 5

- (a) **Describe** the appropriate safety and environmental procedures that should be implemented in a professional support environment. (10 marks)
- (b) **Describe** the communication and professional skills needed to work in a support environment. (10 marks)