



Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

Question 1

- (a) **Describe TWO** features of the Linux operating system which could be a benefit to computer software developers. (4 marks)
- (b) **Distinguish** between the features of Fedora and the features of Ubuntu. (16 marks)

Question 2

- (a) **Explain** what is meant by the acronym 'GUI'. (4 marks)
- (b) **Suggest TWO** reasons why an individual operating from a home office would prefer to use a GUI. **Justify** your answer. (16 marks)

Question 3

- (a) **Explain TWO** reasons why health and safety policies are important to IT professionals. (4 marks)
- (b) **Explain TWO** ways in which IT professionals could comply with appropriate health and safety policies. (16 marks)

Question 4

- (a) **Describe TWO** ways in which to locate drivers for computer hardware. (4 marks)
- (b) **Illustrate** the process of installing **and** configuring a new peripheral. Use examples and/or diagrams to support your answer. (16 marks)

Question 5

- (a) **Outline** the process of installing an application in Windows. (4 marks)
- (b) **Compare** the advantages of batch installation services with the disadvantages of batch installation services. (16 marks)