



## Professional Qualification in COMPUTER ENGINEERING Level 4 Diploma

### UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT

#### Question 1

- (a) **Describe TWO key** features of Linux which could be attractive to computer software developers. (8 marks)
- (b) **Distinguish** between **THREE** key features of Fedora **and** Ubuntu. (12 marks)

#### Question 2

- (a) **Explain** what is meant by the acronym 'GUI'. (4 marks)
- (b) **Compare and contrast** the advantages **and** disadvantages of GUI. (8 marks)
- (c) Referring to your answer to Question 2b, **suggest TWO** reasons why an individual operating from a home office would prefer to use a GUI. **Justify** your answer. (8 marks)

#### Question 3

- (a) **Describe TWO** requirements which would have to be checked prior to installing a Windows operating system on a computer. (8 marks)
- (b) **Illustrate** the process of installing **and** configuring a new operating system on a PC. Use examples and diagrams to support your answer. (12 marks)

#### Question 4

- (a) **Describe TWO** symptoms of a hardware driver conflict. (8 marks)
- (b) **Recommend ONE** appropriate approach to resolving a hardware driver conflict on a Windows operating system. **Justify** your answer. (12 marks)

#### Question 5

- (a) **Explain TWO** reasons why health and safety policies are important to IT professionals. (8 marks)
- (b) **Explain TWO** ways in which IT technicians could comply with appropriate health and safety policies. (12 marks)