



**Professional Qualification in  
COMPUTER ENGINEERING  
Level 4 Diploma**

**UNIT 5 – PERSONAL COMPUTER SOFTWARE SUPPORT**

**Question 1**

- (a) State the meaning of 'concurrency'. (2 marks)
- (b) Describe why real-time operating systems are useful. (6 marks)
- (c) Referring to your response to Question 1b, compare TWO operating systems in terms of concurrency. (12 marks)

**Question 2**

- (a) State the meaning of 'CLI'. (2 marks)
- (b) Explain why CLIs are useful. (4 marks)
- (c) Illustrate how a CLI is used. Give TWO examples. (14 marks)

**Question 3**

- (a) State how to start a new Windows installation. (6 marks)
- (b) Describe TWO common challenges associated with installing Windows. (6 marks)
- (c) Referring to your response to Question 4b, explain how to troubleshoot EACH challenge. (12 marks)

**Question 4**

- (a) State the purpose of environmental policies. (2 marks)
- (b) Outline THREE key features of an environmental policy. (6 marks)
- (c) Referring to your response to Question 4b, illustrate TWO possible implications of failing to adhere to an environmental policy. (12 marks)

**Question 5**

Illustrate the process of installing additional applications for Windows. Use diagrams and/or examples to support your answer. (20 marks)