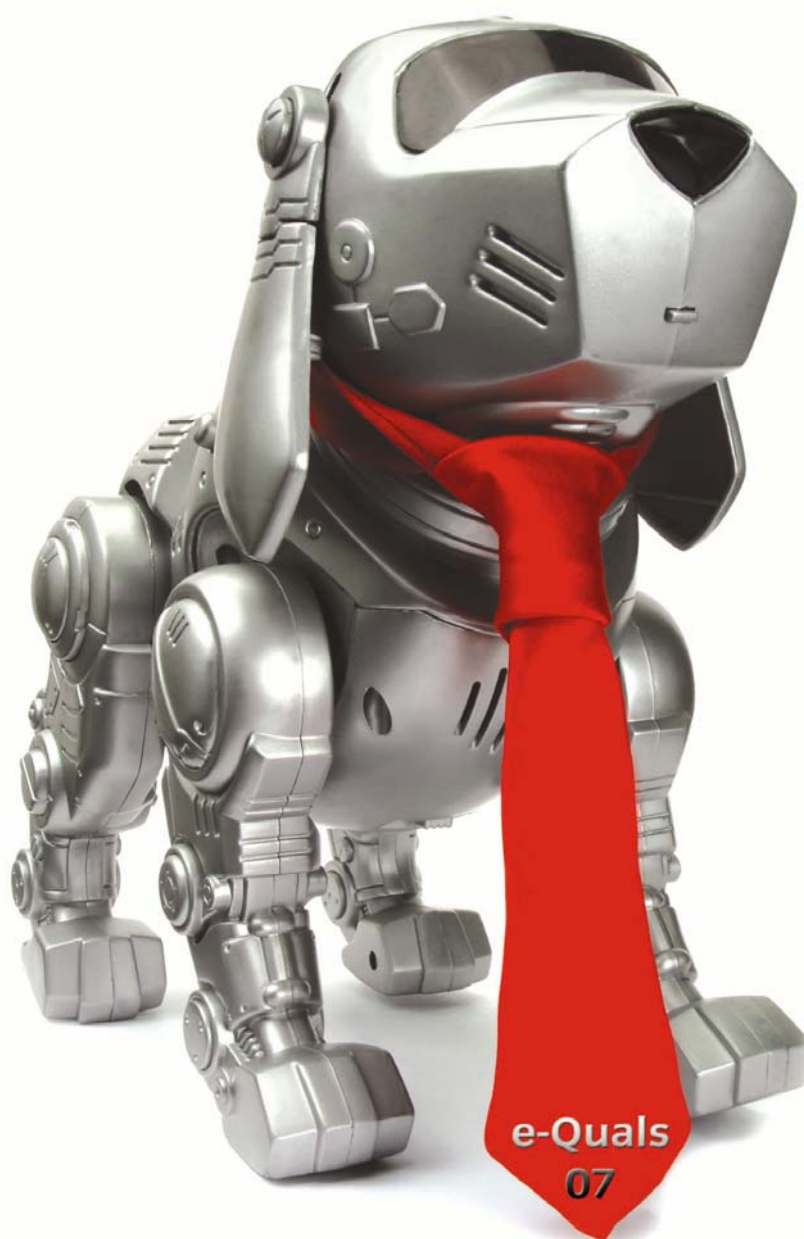


# Level 3 Maintain ICT equipment and systems 3 (7266/7267-510/7540-328)

**e-Quals**  
**Assignment guide for Candidates**  
Assignment A



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# Level 3 Maintain ICT equipment and systems 3 (7266/7267-510) Assignment AA

## Introduction – Information for Candidates

### About this document

This assignment comprises all of the assessment for Level 3 Maintain ICT equipment and systems 3 (7266/7267-510/7540-328).

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### Health and safety

You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

### Time allowance

The recommended time allowance for this assignment is 4 hours

# Level 3 Maintain ICT equipment and systems 3 (7266/7267-510/7540-328) Candidate instructions

**Time allowance: 4 hours**

## **Assignment set up:**

This assignment is made up of **three** tasks

- Task A – Produce a planned maintenance schedule
- Task B – Diagnose a persistent fault on a system
- Task C – Repair the fault and test the system

## **Scenario**

A manufacturing company has a small client-server network on its premises. It consists of a server, four work stations and two printers (one laser, one ink-jet). One workstation is situated in a production workshop where sheet metal is cut, bent and welded. Additionally, the MD transfers files to and from his laptop.

## **Task A – Produce a planned maintenance schedule**

- 1 Devise a preventative maintenance schedule for the system, including the laptop. Include in your schedule the
    - item to be maintained
    - frequency of maintenance
    - description of the maintenance procedure
    - reason for the maintenance procedure (what is it designed to prevent?)
    - any anticipated down time or service disruption.
  - 2 Produce a draft planned maintenance chart to be used as a reference/record.
- Q1 Identify and describe the **three** main categories of system maintenance.
- Q2 Identify and describe **two** types of remote maintenance that could be carried out on ICT equipment
- Q3 Identify **four** different routine maintenance procedures for ICT equipment and explain the purpose for **each**.

## Task B – Diagnose a persistent fault on a system

The network supplied has a fault. Your assessor will supply the exact symptoms. The system has had functional testing only, which did not reveal the root cause of the fault.

- 1 Devise a test plan using both functional tests and diagnostic software to pinpoint the root cause of the fault Produce a draft audit procedure for each operating system.
  - 2 Produce a chart on which to record the tests, expected results and actual results.
  - 3 Carry out the test plan, recording the results on your test chart.
  - 4 Use the results to come to a decision on the best course of action to resolve the problem. Record the decision on the test chart.
  - 5 Give reasons for your decision.
- Q4 Identify **four** external, non-system factors that could impact on the operation of an ICT system.
- Q5 Identify **four** internal, system factors that could impact on the operation of an ICT system.

## Task C – Repair the fault and test the system

- 1 Discuss your findings with your Assessor and request any replacement parts you might need to repair the faults.
- 2 Take any necessary precautions to safeguard data and software on the system and record them on the test chart.
- 3 Replace any faulty parts and configure/reconfigure the system as necessary.
- 4 Test the system to ensure you have resolved the problem. Record the results on the test chart.
- 5 Demonstrate to the assessor that the reported problem has been resolved.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

**End of assignment**

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